

Isaiah Scott

Greenville, SC

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Authorized to work in the US for any employer

WORK EXPERIENCE

Dealer Support Supervisor

Alorica Inc - Simpsonville, SC - November 2012 to Present

Responsibilities

I evaluate agents call performance causing agents calls to go from 12 minutes to drop to 5 minutes. I also tracked email responses making sure agents are responding within 24 hours.

Accomplishments

I was recognized for being one of the top agents in the call center. I also received recognition from customers on the great job I did with solving their problem. I have been promoted twice in the company.

Skills Used

Microsoft Outlook, Microsoft Excel, typing, multi-tasking, SAP, GUI, Oracle and leadership.

Temporary Worker

Snelling Personnel Services - Greenville, SC - April 2012 to September 2012

Responsibilities

I worked varies jobs depending on what job assignment I was on.

Skills Used

Investigate, printing, shipping, packaging, inventory, and sorting.

Cashier/Customer Service

Sears - Greenville, SC - September 2010 to March 2012

Responsibilities

I counted cash register making sure nightly total is left. I also processed cash transactions, maintain clean workstation, and monthly sale goal of people signing up for a credit card.

Accomplishments

I was top sales agent twice, and was recognized for going above and beyond in customer service.

Skills Used

Cash transactions, sales, and organization.

Food Service Worker

Greenville Health System - Greenville, SC - September 2004 to August 2010

Responsibilities

I insured the correct food was placed in patients rooms. I moved to working in the cafeteria where I help prepare breakfast and lunch. I also insured areas was stock.

Accomplishments

Stellar Star Rewards recipient twice.

Skills Used

Food preparation, customer care, stocking, and cash transaction.

EDUCATION

Medical Assistant

Virginia College-Greenville - Greenville, SC

2008 to 2010

Electrical Engineering

Greenville Technical College - Greenville, SC

2004 to 2006

High school or equivalent in High school diploma

Greenville High School - Greenville, SC

2000 to 2004

SKILLS

Microsoft Word (2 years), Microsoft Outlook (1 year), Microsoft Excel (2 years), Time Management (2 years), Team Building (1 year), Communication (10+ years), Typing (8 years), Management (1 year), Customer Service (10+ years), Data Entry (1 year), Computer Skills (5 years), Troubleshooting (3 years), Coaching (1 year)