

Shaphonda Wideman

Greenwood, SC 29646

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To obtain a position as a team-player in a people-oriented organization where I can maximize my customer-service experience in a challenging environment to achieve the corporate goals. As well as to solve customer's problems in an effective/creative manner.

Willing to relocate: Anywhere

Sponsorship required to work in the US

WORK EXPERIENCE

Customer Service Representative

SYKES Enterprises, Incorporated - Greenwood, SC - October 2014 to October 2015

Responsibilities

I provided adequate and fast paste customer service to customers calling about question with their bills and accounts. I answered all questions and explained how to use phones or any questions that was concerning customers accounts after being verified.

Quality Inspector

Fuji Film - Greenwood, SC - May 2013 to October 2014

Responsibilities

I was responsible for loading and unloading the film into the machine to be cut at a certain size for a film roll. Once film was on each roll I then inspect each roll I processed and documented in the computer excel format.

Telephone Operator

Self Regional Hospital - Greenwood, SC - September 2011 to October 2013

Performed clerical tasks as receptionist to greet the public.

* Operated switchboard equipment to receive, transfer and transmit calls

* Performed telephone clerical tasks such as referring callers to appropriate location, locating telephone numbers for different departments.

Customer Service Rep

Sykes Enterprise - Greenwood, SC - May 2010 to September 2011

Managed and resolved customers complaints

* Provided customers with products and service information

* Enter new customers information into system/ update existing customers information

* process orders, forms and applications

* identify and deescalate priority issues

Receptionist

MCGrier's Auto Care - Greenwood, SC - February 2007 to April 2010

Maintain fax machines, assists users, sends faxes, and retrieves and routed incoming faxes.

* Answered incoming telephone calls, determines purpose of calls/took and delivered messages

* Answered questions about the company and provided callers with address, directions, and other information.

* Took payments for services and products.

Childcare Provider

Kids R' Kids Daycare - Duluth, GA - February 2003 to 2007

Observe and monitor children's play activities.

- * Keep records on individual children, including daily observations and information about activities, meals served, and medications administered.

- * Instruct children in health and personal habits such as eating, resting, and toilet habits.

- * Read to children, and teach them simple painting, drawing, handicrafts, and songs.

- * Organize and participate in recreational activities, such as games.

- * Assist in preparing food for children and serve meals and refreshments to children and regulate rest periods.

EDUCATION

High School Diploma

Greenwood High School - Greenwood, SC

August 1999 to May 2002