

Rondrika Shelton

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Career Objective

- Great listener
- Dependable
- Multitasker
- seeking a position in customer service to utilize my obtained skills.

Summary of Qualifications

- I've worked in Seibel, windows, excel, power point.
- I am well trained and certified for all VMU services which include *RMA, inbound, outbound, saves/customer care*
- I am a great team player ,multitasker trouble shooter
- I adhere to quality guidelines.

Work History

Aug 2006 - Feb 2007 Virgin Mobile - Carrollton, Texas

Customer Service

- Inbound duties were answering the phone with the ability to listen directly to the customer to see if they need their phone programmed
- RMA trouble shoot or a new phone sent out .OUTBOUND called to welcome the customer and see if they were happy with their services
- SAVES deal with customers whom want to cancel their service and try to save them if not I disconnect services
- also transfer funds from one phone to another
- give refunds if needed.

Apr 2007 - Dec 2009 Sonic - Dallas, Texas

Carhop/ Shift leader

- Take customers orders
- Open or close store
- Keeping my area clean washing dishes

Nov 2011 - Dec 2012 KFC/Taco Bell - Dallas, Texas

Cashier

- Customer Satisfaction

Jun 2009 - Jun 2013 Carl's Jr - Garland, Texas

Crew Member/Shift leader

- Customer Satisfaction
- Deposit Invoice
- Line Server

May 2016 - Nov 2016 C.C. Young - Dallas, Texas

Dietary Aide

- Serve Residents
- Keep proper temperatures on items requires
- Wash dishes

Education

- Evolution Academy - Richardson, Texas
- Education Level: High School Diploma/GED

Graduated: Yes

References

Shanique Petty

Previous co-worker

C.C. Young

(469) 335-7137

Leianna Sims

Previous Supervisor

Carl's Jr

(808)778-5178

Tiffany Moore

Previous Co. Worker

KFC/Taco Bell

(214)694-0212

Judy Navarro

Previous Manager

Sonic Drive In

(214) 349-5475