
ASHANTI CARSON

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Summary

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success. Reliable and driven, with strong time management and prioritization abilities.

Highlights

- Services oriented
 - Conflict resolution expert
 - Sharp problem solver
 - Energetic work attitude
 - Courteous demeanor
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Experience

Phlebotomist / Donor support technician **09/2012 to 07/2014**
CSL Plasma **Dallas , Texas**

- patient on plasma machine, preparing donors arm for needle insertion as well a making sure donors are comfortable by making sure donors are aware of procedure n what's going on around them , and disconnect donors from the machine.

Cashier **09/2014 to 05/2015**
7eleven **Desoto, Texas**

- Maintained store areas in a neat and clean fashion for a professional appeal.
- Informed managers of issues with loss prevention and security.
- Transported merchandise to sales areas via [[Type of equipment](#)] and placed on shelves according to company procedures.

Housekeeping **07/2015 to 12/2016**
William P. Clem **Dallas, TX**

- Hand dusted and wiped clean office furniture, fixtures and window sills.
- Removed finger marks and smudges from vertical surfaces, including doors, frames and glass partitions.
- Cleaned the exterior surfaces of lighting fixtures, including glass and plastic enclosures.
- Set up and cleaned banquet and conference rooms.
- Supplied guests with extra towels and toiletries when requested.
- Cleaned rooms to the satisfaction of all clients.

Certified Forklift Operator **02/2017 to 05/2017**
Chewy **Dallas, TX**

- Transported materials to and from warehouses, production lines and packaging lines.
- Replenished pick slots with outgoing stock items according to the next day's work orders.
- Scanned materials in and out using barcode tags.
- Recorded the count and condition of all cargo received.
- Weighed materials and recorded weights on tags, labels and production schedules.
- Conducted monthly inventories of materials on the work floor.

Customer Service Representative **06/2017 to 04/2018**
PLS Check Cashi **Dallas, TX**

- Performed in-depth research to answer more complex questions.
- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Prevented store losses using awareness, attention to detail and integrity.
- Organized weekly sales reports for the sales department to track product success.
- Trained [[number](#)] new employees quarterly.
- Created new processes and systems for increasing customer service satisfaction.
- Excelled in exceeding daily credit card application goals.

- Achieved high sales percentage with consultative, value-focused customer service approach.

Education

High School Diploma	2010
Gateway Charter Academy	Dallas, TX
Medical Assistant program. (01-15-2012 - 10-24-	05-16-2011
Mountain View Community College	
Associate of Science: Medical assistant	2012
Remington College	Garland , TX

References

Tim Green - High school coach 469-768-7646
Mrs.Melton English teacher - 214-546-5643
Breanna Kyles - co worker - 469-254-3078

Interests

Deans List (05-7-2012) I worked hard in all my class n studied really hard. - Diploma (05-24-2010) Belted down in my books . - Diploma (10-24-2012) Worked hard in never gave up . - A & B honor roll (2007-2010) Held my self to a higher standard

Skills

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Additional Information

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