

Joshua Clemons

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Work Experience

Customer Service Representative

City of Fort Worth - Fort Worth, TX

September 2017 to April 2018

Interacting regularly with the public in person and over the phone; responding to inquiries and complaints regarding circulation services; responding to customer concerns regarding the operation of the automated library system.

Picker

Kohl's Corporation - DeSoto, TX

May 2017 to January 2018

Pick items using a scan gun

Telesales Representative

AT&T - Richardson, TX

January 2015 to January 2017

Assists assigned sales associated with selling all products and services at management approved pricing.

Consistently achieves sales and customer service objectives.

2.Handles administrative aspects of the sale. Drive revenue by communicating the benefits of all products,

services, features, plans and special offers to new existing customers as appropriate.

3.Provides World Class experience by providing information on all products, services, accessories, service

features, pricing plans, roaming and data to the assigned team.

4.Report to work on time and work schedule hours. Maintain required sign on time, productivity, and quality and standards. Follow established calling guidelines and procedures provided by management.

5.Successfully completes all sales and data training programs that are identified as core curriculum within the recommended time frames.

6.Assists in special projects assigned by supervisor or other duties as assigned by management.

Teller

Wells Fargo - Grand Prairie, TX

January 2015 to December 2015

Going the extra mile to greet customers, show them that we care, and make them feel welcome

Asking questions to learn about their financial needs and, when the customer sees the value, introducing them to other Wells Fargo team members.

Working with your manager to increase your customer advocacy effectiveness through feedback and coaching.

Processing multiple customer transactions through patience, attention to detail, and the ability to follow procedures.

Accurately maintaining and balancing a cash drawer.

Delivering upon customer needs for products such as safe deposit boxes, merchant/vault, ATM processing, bonds and coupons, foreign currency and night drop.

Automotive Sales Consultant

CLAY COOLEY NISSAN - Dallas, TX

January 2015 to October 2015

Automotive Salespersons take the customers through the sales process supported by proven selling steps,

policies, and procedures

Own every aspect of the sales process (from new client prospecting to vehicle delivery and follow-up)

Develop and demonstrate a high level of product knowledge regarding vehicle features

Perform vehicle walk around and demonstration test drives with customers.

Work with Sales Managers in order to present Purchase or Lease options to customers.

Maintain an owner follow-up process that encourages repeat business and contributes to customer satisfaction and loyalty.

Prospect for new customers and customer referrals through emails, phone calls, and internet leads.

Customer Service Representative

CSR - Farmers Branch, TX

April 2014 to January 2015

- Take inbound calls for order placement.

Up sell and cross sell additional items.

- Answer inquiries while maintaining and updating the customer database.

- Maintain a sense of urgency in responding to the customer needs.

- Be creative and go above and beyond when assisting our customers.

- Accurate and efficient order entry and maintenance of customer files.

- Ask probing questions and overcome objections

Customer Service Representative

Time Warner Cable - Irving, TX

October 2013 to April 2014

Assist customers with requests ranging from scheduling appointments to billing and the sale of additional or bundled products. Use your understanding of technology and communication devices to effortlessly

troubleshoot issues with customer.

Overnight Stocker

Walmart - Grand Prairie, TX

March 2013 to October 2013

Responsible for stocking grocery product per established merchandising procedures during the overnight

hours while maintaining expected productivity levels.

Stocker/Cashier

Office Depot OfficeMax - DeSoto, TX

January 2013 to May 2013

Responsible for stocking grocery product per established merchandising procedures during day hours while maintaining expected productivity levels.

Education

Justin F. Kimball High School - Dallas, TX

2008 to 2012

High school in Math science

Additional Information

SKILLS

Excellent people skills, love makin a difference