

Dae'Jza Davis

DeSoto, TX 75115

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Work Experience

Customer Service Representative

GREYHOUND - Dallas, TX

March 2016 to Present

- *Helping customers track there packages.
- *Setting up pick up and deliveries.
- *Taking payments over the phone.
- *Cummuating with stations within the US via phone and emails.

Customer Service Specialist

NTTA - Plano, TX

March 2015 to March 2016

- * Setting up toll tag accounts for customers.
- *Good communication and negotiation skills.
- good interpersonal skills.
- *Maturity, honesty, integrity and a strong sense of ethics.
- *The ability to remain calm in stressful situations.
- patience and understanding.
- to be persuasive, persistent and firm.

Collections Agent

ETAN - Dallas, TX

October 2013 to October 2015

- *Taking customers payments on past due cable services.
- *Restoring and scheduling technicians.
- * Strong knowledge of compliance associated with debt collections.
- * Outstanding communication, customer service, and negotiating skills.
- * Ability to persuade debtors in making payments.

* Excellent organizational and relationships building skills.

Education

Wilmer Hutchins High School