

Candice Edwards

DeSoto, TX 75115

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(972) 748-9264

Authorized to work in the US for any employer

Work Experience

Personal Care Assistant (PCA)

Independent - Dallas County, TX

July 2017 to Present

Assist aging & disabled perform day to day activities to lead normal lives. Provide meal preparation, routine housekeeping, personal hygiene assistance, provide transportation to appointments, medication reminders and record vital signs

Quality Control Inspector/Order Puller in Warehouse

Temp Agency - Dallas, TX

October 2016 to July 2017

Inspect product that comes off the assembly line. check weights, dimensions temperatures and depth to verify accuracy. Also work in shipping and packaging when needed.

Customer Service Representative

Stericycle - Irving, TX

January 2014 to May 2016

Provided world class customer service to customers, While handling product recall questions. Assisted customers with sitting up appointments to have recalls completed, on there vehicles with there local dealership Advised customer of the time needed to complete recalls, and what will take place with there vehicle. Order parts from the distributor when needed. .

Update owner record, maintain case diary noted, and workflow the case to completion.

Adhere to company polices and responsibly manage Time and Attendance.

Customer Care Representative

Dallas County Tax Office - Dallas, TX

January 2012 to January 2014

Answered a high volume of calls from the citizens of Dallas County, regarding both business and personal property tax.

- Calculated tax levy when needed
- Researched discrepancies in tax bills and motor vehicle information
- Assisted with the registration of customers as well as businesses vehicle registration.

Customer Care Specialist

L-3 Stratus / Contractor for DOL - Dallas, TX

September 2004 to January 2012

Survey Data Tech

- Enrolled companies in the current employment statistics survey including single-unit and small multi-unit reporters
- Processed confidential information obtained through telephone interviews to achieve prescribed performance level and provided all information to the Dept of Labor so job rates can be released the first Friday of each month
- Completed L-3 compliance training

Functional Strengths

Interpersonal Relations/Customers Service

- Skilled at establishing and maintaining rapport, as well as providing support to customers
- Effective at rendering assistance in identifying, evaluating, and resolving problems
- Excellent ability to express and interpret knowledge and ideas clearly; capable of exchanging information in a highly effective manner
- Consistently sustain a high level of professionalism and integrity in dealing with wide-range of clients, and also building a long-term relationships at all levels within an organization

Leadership and Supervision

- Highly effective at making logical and consistent judgments in the decision-making process
- Exceptional talent to supervise, direct, and guide individuals and groups toward the completion of tasks and fulfillment of goals

Education

High School Diploma

Hutchins High School - Hutchins, TX
1985

Skills

Proficient in Microsoft Word, Excel Power Point (10+ years)

Additional Information

- Strong ability to accurately determine needs, recommend solutions and alternatives to current situations, and cultivate longstanding customer relationships.
- Keen attention to detail and the capability to coordinate and provide broad-based consultative and administrative support.
- Strong multitasking skills in competitively challenging environments.