

## Shanquita Buchanan

1705 Dolores Way, Dallas, TX 75232

Phone: (214)669-3498 Email: [shanquitabuchanan@sbcglobal.net](mailto:shanquitabuchanan@sbcglobal.net)

### Summary

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company sales.

### Highlights

- \*Cheerful and Energetic
- \*Dependable and Reliable
- \*Superior Organization Skills
- \*Flexible and Multitasking
- \*Strong Leader and Communicator
- \*Goal Driven and Project management

### Experience

Element National Management-Legacy of Cedar Hill Apartments

Leasing Agent (September, 2014-Current)

- \*Conduct tours of the property with prospective residents
- \*Complete and process all new and renewal lease paperwork. Collect initials deposit fees and rental payments
- \*Update all AMSI with daily traffic, lease and service request
- \*Prepared unit availability report with new pricing. Answered daily emails and phone calls
- \*Qualifies prospects according to company guidelines
- \*Inspected apartments to make sure they was ready or new move ins
- \*Worked closely with maintenance to make sure all work orders was completed
- \*Handled residents issues and over leasing agents schedule making

Kroger

Customer Service manager (June, 2006-December, 2013)

- \*Managed over 50+ employees
- \*Responsible for making and distributing out the store employees schedules
- \*Responsible for meeting and keeping store cash goals
- \*Worked hand on hand with customers and customer issues. Making sure they were resolved and handled in a timely manner
- \*Bill processing and Western union transactions