

*Leader in Corporate Communication Strategies*

TARI SCOTT

TS

(214).514.8025

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Microsoft Office…………………….........EXPERT

Analytical Skills……………....................EXPERT

Superior Work Ethic………….....….....EXPERT

Cash Handling……………………….…....EXPERT

Team Player…………..…..….………..……EXPERT

Account Management………..………..ADVANCED

Customer Care………….…….................ADVANCED

Seeking a career with a company that provides opportunity for advancement, as well as enhancing and developing new skills. Motivated professional with the willingness and ability to adapt to all working environments. Reliable and focused, able to quickly learn new information, succeed in demanding environments, and skillfully manage multiple tasks.

* Manage the movement of cars into and out of the Inspection Center safely for repairs, while meeting or exceeding set production and quality goals
* Review and approve identified mechanical and physical defects of incoming inventory
* Lead a team of Auto Technicians and partner with the Inspection Center General Manager to repair or reject inventory based on estimated cost of repairs and/or the overall quality of the vehicle
* Lead and train a team of Auto Technicians using Quality Control standards to identify and complete repairs effectively and efficiently the first time, minimizing re-checks and delays in production
* Work as a contributing member of the Inspection Center Management team
* Maintain positive working relationships with the Technician team and Inspection Center employees
* Conscientiously work in ways to decrease possibly of injury to yourself or other team members in the shop due to spills or other preventable hazardous conditions
* Meet or exceed inventory production goals on a daily, weekly and monthly basis
* Complete additional technical training as available and/or required
* Act ethically, with integrity and in the best interest of the customer and the business as all times
* Portray a positive image of DriveTime and actively participate in the creation of a positive, professional work environment
* Perform other related duties as assigned Conduct business within DriveTime policies and procedures

*CUSTOMER SERVICE | DRIVETIME/BRIDGECREST | 2016– CURRENT*

BACHELOR OF ARTS | 2017 - Current

Wiley College | Marshall, TX

Business Administration

EDUCATION

Dallas, TX

PROFESSIONAL EXPERIENCE

QUALIFICATIONS

CAREER SUMMARY



* Delivered exceptional customer service daily to satisfy all customer’s needs
* Input sensitive customer information into system for account updates and creation
* Maintained high call volume on a daily basis and ensure all calls are handled in the customer’s best interest

*CUSTOMER SERVICE | EXPRESS PERSONNEL | 2007 – 2009*

*CASHIER | LUBY’S RESTAURANT | 2011 – 2012*

* Delivered exceptional customer service daily to satisfy all customer’s needs
* Assisted customers with complaints and helped resolve all problems in the best interest of the customer
* Effectively handle high call volumes for inbound and outbound calls along with direct to appropriate departments

*CUSTOMER SERVICE | GREYHOUND | 2012 – 2014*

*SUPERVISOR/SERVER | CHILI’S BAR AND GRILL | 2012 – 2016*

* Effectively utilized marketing strategies to help sell entrees and other specials
* Organized guest reservations and seating while directing wait staff and monitoring seating sections
* Operated a multi-line phone system daily and communicated effectively with customers for orders

LEADERSHIP SKILLS

ADDITIONAL EXPERIENCE

* What you did, how you did it, and what your awesome results were during your time in the job
* Ensure customer is totally satisfied with food order and handle all complaints advised by customer
* Assisted customers with complaints and helped resolve all problems in the best interest of the customer

PROFESSIONAL SKILLS

**CORE COMPETENCIES**

Listening | Leading | Speaking | Adaptability | Organizing

# **TECHNICAL SKILLS**

Microsoft Office | Intermediate Experience with Adobe Programs | Expert Computer Skills

Honest & Humble Ability to Delegate

Ability to Inspire Others Decision-Making Capabilities

Passionate

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