**Kewanna Price**

3980 N Story Rd Apt 1034 Irving, TX 75038

[Alwayske@me.com](mailto:Alwayske@me.com)

(817)932-4431

Seeking opportunities to strengthen my career progression and provide a progressive forward thinking department with my extensive customer care experience and administrative experience combined with a background in the service industry.

**Work Experience**

Tech Support Specialist

Telvista - Dallas, TX

December 2018 to Present

• Answers incoming inquiries, responds to customer questions and solves problems according to

standardized procedures while maintaining a courteous manner.

• Asks effective questions and gathers information to determine source of problems and customer

needs.

• Logs on/off customer care system and accesses account files.

• Enters alpha and numeric data via computer keyboard into an automated system accurately.

• Accurately captures all customer and issue related information in the proper database.

• Leads customers through documented process of fixing their software, hardware, or network

problems.

• Uses product information, multiple client tools, client specific reference materials, scripting,

advanced technical knowledge, and customer service skills and problem solving skills to diagnose

and solve customer problems.

• Stays current with latest technology changes

Dispatcher

Protection 1-Dallas, TX

November 2017- November 2018

* Monitor incoming alarms
* Dispatch appropriate fields to calls
* Assigned to a Lead dispatcher for training on the job functions of a dispatcher.
* Study and learn radio codes dispatch policies and procedures.
* Be able to learn and be proficient at working independently and as a team by the completion of training

International Reservationist

American Airlines- Dallas, TX

Nov 2015- October 2017

* Responsible for the management, response and fulfillment of customer service inquiries and issues (future, current or past date) via social platforms.
* Make real-time decisions within a high volume environment of social mentions, managing the customer in both private and public forums.
* Communicate heavily with all internal departments, to ensure accurate, valid and thoughtful results for the customer and the company.
* Makes and confirms domestic and international reservations for passengers on scheduled airline flights.
* Arranges reservations and routing changes (voluntary and involuntary) for passengers at request via incoming calls from passengers, ticket agents, and third party travel agencies using Transportation Security Administration requirements, established timetables, airport protocol, Web-Reference guides.
* Resolve customer complaints or answer customers' questions regarding policies and procedures.
* Developing constructive and cooperative working relationships with others, and maintaining them over time.
* Identify staff vacancies and recruit, interview and select applicants. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/983?r=summary&j=11-3121.00)
* Plan, direct, supervise, and coordinate work activities of subordinates and staff relating to employment, compensation, labor relations, and employee relations. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/991?r=summary&j=11-3121.00)
* Plan, organize, direct, control or coordinate the personnel, training, or labor relations activities of an organization. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/995?r=summary&j=11-3121.00)
* Represent organization at personnel-related hearings and investigations. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/998?r=summary&j=11-3121.00)
* Administer compensation, benefits and performance management systems, and safety and recreation programs. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/982?r=summary&j=11-3121.00)
* Provide current and prospective employees with information about policies, job duties, working conditions, wages, opportunities for promotion and employee benefits. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/985?r=summary&j=11-3121.00)
* Analyze statistical data and reports to identify and determine causes of personnel problems and develop recommendations for improvement of organization's personnel policies and practices. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/994?r=summary&j=11-3121.00)
* Prepare and follow budgets for personnel operations. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/1001?r=summary&j=11-3121.00)
* Maintain records and compile statistical reports concerning personnel-related data such as hires, transfers, performance appraisals, and absenteeism rates. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/993?r=summary&j=11-3121.00)
* Analyze training needs to design employee development, language training and health and safety programs. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/992?r=summary&j=11-3121.00)
* Conduct exit interviews to identify reasons for employee termination. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/996?r=summary&j=11-3121.00)
* Oversee the evaluation, classification and rating of occupations and job positions. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/1003?r=summary&j=11-3121.00)
* Prepare personnel forecast to project employment needs. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/1000?r=summary&j=11-3121.00)
* Study legislation, arbitration decisions, and collective bargaining contracts to assess industry trends. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/1004?r=summary&j=11-3121.00)
* Allocate human resources, ensuring appropriate matches between personnel. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/984?r=summary&j=11-3121.00)
* Develop or administer special projects in areas such as pay equity, savings bond programs, day-care, and employee awards. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/1005?r=summary&j=11-3121.00)
* Negotiate bargaining agreements and help interpret labor contracts. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/999?r=summary&j=11-3121.00)
* Investigate and report on industrial accidents for insurance carriers. [See more occupations related to this task.](http://www.onetonline.org/link/moreinfo/task/997?r=summary&j=11-3121.00)

[Find occupations related to multiple tasks](http://www.onetonline.org/search/task/choose/11-3121.00)

* Analyzing information and evaluating results to choose the best solution and solve problems. Using relevant information and individual judgment to determine whether events or processes comply with established regulations, or standards.

Target – Cashier

Cedar Hill, TX

December 2013-October 2015

* Receive payment by cash, check, credit cards, vouchers, or automatic debits.
* Issue receipts, refunds, credits, or change due to customers.
* Assist customers by providing information and resolving their complaints.
* Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners
* Greet customers entering establishments

**Education**

Fortis College Grand Prairie, TX

January- Present

Findley College Findley, OH

August 2010- December 2013

Paterson Charter High school Paterson, NJ

Diploma June 2009

**Skills**

Microsoft Office, Microsoft Word, Microsoft Excel, Microsoft Power Point, and Microsoft Outlook

**Certifications**

CPR certified