**Taria Davis**

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**Email:** [**Tariadavis92@gmail.com**](mailto:Tariadavis92@gmail.com)

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**Career Objective:**

**To secure a position that will enable me to use my strong communication & organizational skills, customer service background and my ability to work well with people.**

**Summary:**

* + **Strong Interpersonal communication skills**
  + **Problem analysis and problem solving skills**
  + **Organizational skills and customer service orientated.**
  + **Adaptability and ability to work under pressure.**

**Work Experience**

**Metro PCS Senior Agent iQor- Richardson, TX July 2016 to July 2018**

**Customer Service Representative I**

**Also referred to as: Customer Service Senior Representative I**

**Requirements and Responsibilities:**

* **Processes orders, prepares correspondence, and fulfills needs of existing customers that are at risk of cancelling services or orders.**
* **Addresses complaints with the goal of increasing satisfaction and securing renewals or saves. Offers discounts or special deals as needed and within pre-established limits.**
* **Possesses a moderate understanding of general aspects of the job.**
* **Visible to answer questions.**
* **Take calls that your agents can’t handle and be available when an agent appears to need assistance.**
* **Monitor queue and track inbound calls. Keep agents aware of inbound calls, calls waiting, abandonment rate, etc.**
* **Motivate and encourage agents through positive communication and feedback**

**Cashier McDonalds Restaurant February 2012 to August 2012**

**Duties Included: Take customer orders, operate registers/credit card machines, assist with cleaning and stocking duties behind the counter, file customer complaints and questions about personnel and products, assist customers first and perform other assigned duties once customers leave satisfied. I** **also had the responsibility of maintaining a personable demeanor throughout all customer interactions. Restaurant, kitchen, and restroom cleaning also was a part of my job description**

**Customer Service Representative (Aegis Communications) 09/2012-12/2012**

**Duties Included:**

**Provided customer service support to the organization by obtaining, analyzing and verifying the accuracy of order information in a timely manner. Initiated and implemented corrective action as needed in order to ensure that an excellent standard of service and a high level of customer satisfaction is maintained. Prepared customer service summary reports. Co-ordinates the handling of difficult and/or unusual situations**

**Cashier and Customer Service Walmart –May 2011 to February 2012**

**Receive payment by cash, check, credit cards, vouchers, or automatic debits. 2) Issue receipts, refunds, credits, or change due to customers. 3) Count money in cash drawers at the beginning of shifts to ensure that amounts are correct and that there is adequate change.**

**IBC Bank /Bank Teller April 2013-April 2014**

* **Assist customer in regards to deposits, withdrawals, transactions, problem solving**
* **Ensured compliance with banking policies and audit procedures; maintained and balanced cash drawers on a daily basis.**
* **Focused on customer service: quickly and effectively solved customer challenges while helping them find the right solutions for their banking needs. Made sure the customer felt at ease and appreciated by their banking facility, provided accurate & appropriate information to customer inquiries.**

**Education**

**El Centro College - Dallas, TX 2011 to Present**

**High school or equivalent Gateway Charter High School - Dallas, TX August 2008 to May 2011**

**Skills**

**Customer Service Skills (2 years)**

* **Avaya**
* **Google chrome**
* **Microsoft Word**
* **Customer Assisted**
* **Internet Explore**