QUANTAYSHA DAVIS

4168 INTERURBAN LANCASTER TX 75134 HOME: (972)228-2405 CELL: (214)815-8019

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Professional Summary

Conflict Resolution -

Responsible for handling customer account inquiries, accurately providing information to ensure resolution of product/service complaints and customer satisfaction. Inside Sales -

Met and exceeded quotas generating 65+ calls per day on leads for software maintenance renewals. Served as communication link between engineering consultants, MIS management and staff. Customer Service -

Consistently received positive feedback from guests and created repeat business by developing long-term relationships with customers. Handled guest complaints, maintaining a positive dining experienace for all rest.

SKILLS

Active listening skills

• Skilled problem solver

• Motivated team player

• Natural leader

• Employee relations

WORK HISTORY

Securus Technologies

4000 international parkway Carrollton, Tx 75007

01/2017-01/2018

I was a customer service representative who helped customers add money to their account when the funds were low to keep in contact with their loved ones in jail and also if any issues were on the account I would do my best to assist the customer

CMI GROUP 1201 MAIN STREET DALLAS TX 75202

05/2016 – 12/2016

I take payments and set arrangements for Time Warner customers

• Effectively managed a high-volume of inbound and outbound customer calls.

• Addressed and resolved customer product complaints empathetically and professionally.

• Managed customer calls effectively and efficiently in a complex, fast-paced and challenging call center environment.

• Answered a constant flow of customer calls with up to1000 calls in queue per minute.

LIL TOTS PLAYHOUSE 2039 DYER STREET LANCASTER TX 75146

05/2010 -28/2014

I do filing take calls take payments and work with parents at the front desk i also teach toddlers how to count and say ABC\'s I help prepare meals and I also help with projects they have

•Politely assisted customers in person and via telephone.

•Conducted weekly walk-throughs with the manager

•Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.

•Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving problems on the spot.

EDUCATION

WILMER HUTCHINS HIGH SCHOOL

5520 LANGDON ROAD DALLAS TX 75241

GRADUATION YEAR 2014

HIGH SCHOOL DIPLOMA

Dallas career institute

8499 Greenville Avenue Dallas Texas 75231

Graduation year : 2018

Certified phlebotomist