

# **GHAZALA AHMED**

**916.599.5643**

**Ghazala599@gmail.com**

## **Objective**

To obtain a position that will enable me to use my strong communication, organizational skills, customer service background and my ability to work well with others

## **Skills**

- Strong oral and written communication skills
- Dedicated team player
- Efficient in Microsoft (Word, Excel, PowerPoint)

## **Customer Service Representative, 9/2019 To Present Social Security Administration**

- Responsible for assisting beneficiaries or inquirers in person, by telephone, or in writing to provide information on SSA laws, rules and regulations as well as Medicare insurance programs
- Obtain information in order to determine eligibility and entitlement for programs administered by SSA, and using automation tools to access and update information about claims or potential eligibility
- Conduct interviews to determine the nature of the caller's question or issue
- Explain technical information, gather facts, evaluate evidence, take action to resolve issues relating to all social security programs

## **Customer Service Supervisor, 1/2018 To 9/2019 RC Willey**

- Handled customer concerns in a professional manner which resulted in increased overall customer satisfaction
- Analyzed work flow issues and implemented workable solutions tailored towards employees and
- Provided necessary guidance, training and motivation to associates
- Completed paperwork, prepare deposits, open and close the store

## **Public Advisor, 8/2016 To 7/2017 UC Davis Undergraduate Admission Center**

- Determined appropriate education solutions for students of all levels
- Showed a concerned and caring attitude toward advisees over the phone and in person
- Showed knowledge of institutional regulations, policies and offerings
- Interacted well with a variety of students and school staff to coordinate academic and career planning support for the students

**Lead Customer Service Associate, 8/2013 to 8/2015**  
**Stein Mart**

- Assisted in minimizing loss prevention while managing merchandise to reach sales goals
- Created, implemented and recommended ideas to help store reach goals
- Trained new associates

**Education**

Bachelor of Arts: Sociology, with a Minor in Human Development, June 2017, U.C Davis