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| Semaira Williams | | 336-253-4566  Semairawilliams@gmail.com  www.linkedin.com/in/semaira-williams-07b3bb24b | |
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| OVERVIEW | Seasoned Professional with over twenty years of experience in customer service and retail environments. Has a proven history of effective communication and client-tailored solutions. | | |
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| EXPERIENCE | CarMax | 01/2019 - present | Service Consultant/Parts Associate |
| * Act as a liaison between the customer and retail technician on the phone before, during, and after the service/repair processes * Read, interpret and transcribe data to maintain accurate records * Assist technicians with determining the correct part number(s), locating parts, receiving parts into inventory * Inventory control and maintenance | | |
| **Lincoln Financial Group** | 01/2013 - 04/2018 | Customer Care Professional/New Business Case Manager |
| * Served as first point of contact for incoming and outgoing inquiries on life insurance products regarding claims, eligibility, coverage and administration. * Evaluates submitted forms for: appropriate version received, proper signatures, and ensures cash with application guidelines met. | | |
| **American Express** | 06/2006 - 07/2011 | Customer Care Professional |
| * Handling both inbound/outbound calls, account analysis and resolution to detect and/or prevent potential erroneous activity, card activation, statement inquiries, promotions, payments, coding and noting accounts * Assisted fellow representatives in a coaching capacity when dealing with complex customer questions | | |
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| EDUCATION | Udacity | | |
| 2022 – 2023 | Business Analytics | |
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| North Carolina A&T State University | | |
| 1997 - 2001 | Civil Engineering | |
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| SKILLS | SQL, Tableau, Excel, Analytics, Sales | | |