

Tonya Walls

Merchant Services Call Center Representative - Vcare Technologies

Camden, NJ - Email me on Indeed: [indeed.com/r/Tonya-Walls/08fa97e9efe047b2](https://www.indeed.com/r/Tonya-Walls/08fa97e9efe047b2)

To obtain a position which would allow the opportunity for growth and advancement.
Authorized to work in the US for any employer

WORK EXPERIENCE

Merchant Services Call Center Representative

Vcare Technologies - Mount Laurel, NJ - 2016 to Present

Job Duties: Answer incoming calls from Living Social Merchants regarding their deals posted on our website. Assisted with changing Merchants deal information such as pricing, wording, photo's and fine print. Amend Contract Agreements associated with the changes. Educate Merchants on how to use the Merchant Center to view their sales, exposure, payments, current deals running, and voucher redemption. Escalated Merchants concerns to Sales and Accounts Payable. Data Entry. Daily use of Salesforce, Gmail, Web, Phone, and Headset.

Call Center Representative

Vcare Technologies Temp Position - Mount Laurel, NJ - October 2015 to March 2016

Answer incoming call from Ugg Australia Customers regarding their orders. Placed orders via website and supplied customers with order details and information. Canceled and rerouted orders per customers request. Supplied customers with tracking information regarding their orders, exchanges, and returns. Updated contact information. Data Entry. Daily use of Virtu Call Center, Accertify, Demandware, Outlook, Web, Inventory Management, and WTF.

Material Handler

Blowout Bedding Temp Position - Pennsauken, NJ - 2014 to 2015

Prepare, label, and pack bedding products for Amazon.com, Internet Companies, and consumers. Label all products to be shipped with correct bar-code/sku numbers and warning labels. Verify all small internet order tickets to products and pack according to size via UPS. Palatalize, count, shrink rap, and label all Amazon.com shipments. Make boxes with the use of tape gun. Clean warehouse as needed.

Checker

Forman Mills Warehouse Temp Position - Cinnaminson, NJ - 2014 to 2014

Verify receiving paper work to products received from vendors. Count merchandise, pack in boxes and label the boxes with the correct store number to be shipped as shown on receiving paper work. Report any problems with paper work or merchandise to management. Add, record, and sign off on paperwork as verification. Data Entry. Daily use of WMS.

Sales Associate/Customer Service – Apparel/Shoes/Jewelry

Wal-Mart - West Deptford, NJ - 2013 to 2014

Assist customers with merchandise, questions, and concerns. Ring up merchandise. Stock and arrange end caps, isles, and shelves with freight or new incoming freight. Bin overstock in proper location. Mark

down clearance items. Price, price check, and restock shelves. Use of RF hand held Scan gun and printer. Perform Jewelry Audits. Place Jewelry layaway's, ring sizing, special jewelry orders, and jewelry repairs in safe. Other duties as assigned.

Receiving Control Office - Group Lead

Burlington Coat Factory Warehouse - Edgewater Park, NJ - 2011 to 2012

Coordinate the daily activities within the Receiving Control Office. Delegate work to employees to assemble all the packet materials needed to unloaded trailers. Identify the location inside and outside the RCO Office of every packet built. Audit the contents of the packet including, BOL, appointment numbers, piece count, vendors name and address, and filing the various documents. Conduct office audits. Made sure packets were scanned according to the appointment number of the shipment. Problem solving. Handled administrative tasks for the shift. Helped in Warehouse with Cycle Counts, quarterly/yearly Inventory, and reports. Reported issues to management. Responsible for preparing management reports. Daily Filing, Data Entry, and daily use of WMS, Oracle, Microsoft Word, Excel, Outlook and Internet.

Tax Professional

HR Block Seasonal Position - Customer Service Department - Camden, NJ - 2007 to 2011

Prepare Federal and State Income Taxes for new and existing clients. This includes e-filing, setting, canceling, and rescheduling appointments. Checking in clients at the time of appointments. Answering clients tax questions and concerns regarding their returns in the office and on the telephone. Advising clients of the Tax Laws and the best way to handling difficult tax decisions. Daily Filing, Data Entry, and Administrative duties. Various other duties when assigned.

Customer Account Manager

Swets - Subscription Agent - Customer Service Department - Runnemede, NJ - 2002 to 2008

Maintain customer's accounts accurately and efficiently. This included setting up new customer accounts, ordering publications such as journals, magazines, newspapers, and books. Canceling and/or renewing subscriptions and accounts at the customer's request. Provided Quotes to current and prospect customers. Worked closely with Sales and Finance Team to resolve customer's issues. Mailing of invoices for payments. Daily problem solving. Advising clients on new products that would benefit there company and situations. Emails and calls were received on a daily basis. Requested and formatted different files, spreadsheets, and checklist. Daily Filing, Data Entry, and Administrative duties. Daily use of Microsoft Office, Outlook and Internet.

Lawn and Garden Cashier

Wal-Mart – Part Time Night Position - Cherry Hill, NJ - 2004 to 2005

Assisted customers with merchandise, questions, and concerns. Ring up merchandise. Stocked and arranged end caps and isles. Priced, price checked, and restocked shelves. Use of RF Scan gun. Other duties as assigned.

Customer Service Supervisor

Macy's Seasonal Help - Cherry Hill, NJ - 2004 to 2004

Overseeing three departments, fashion jewelry, lingerie, and designer handbags. Responsible for 10 employees. Ensure the cashiers had change to make accurate transactions and sales. Also made sure the departments had coverage during breaks and lunches. Ring up merchandise. Stocked and arranged merchandise. Assisted customers with purchases and credit card applications.

Office Clerk

Aluminum Fabricating - Elkton, MD - 1999 to 2002

Answered phones, greeted visitors, kept track of all absences/lateness, time missed, vacation and personal days. Helped

employees with healthcare changes for the upcoming year. Made sure all time cards and time worked were added for the week to go to

payroll. Typed invoices, purchase orders and weekly reports. Ordered supplies as needed. Assisted drivers with proper paper work for

outgoing shipments. Helped in plant when needed. Daily Filing, Data Entry, and Administrative duties. Other various duties were

performed.

EDUCATION

GED

Salem County Vocational and Technical School

Salem Community College

HR Block Tax School

SKILLS

Microsoft Office Suites, Inventory/Cycle Counts, (5 years)

AWARDS

Employee of the Month

May 1994

Housekeeping Seal Award

August 1995

Employee of the Month

2003

CERTIFICATIONS

Tax Professional Certification