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| Jourdain Thomas  Customer Service Representative |  | | Customer service representative with experience in various positions from store manager to call agent/customer service rep. Continuously motivated and goal-driven with exceptional leadership skills. | |
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| Work History |  | | Education | |
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| 04/2022 – Present  I-CSP, Fifth-Third Bank   * Handle inbound calls regarding customer personal and private financial information as well as account closures. * Track, monitor and enter customer’s information into various systems. Initiate and complete proper request forms.   07/2021 – 04/2022  Customer Service Rep.-F3- Protiviti Government Service   * Handled inbound and made outbound calls regarding clients’ personal and private information. Email and updates policies before they reach the general public. * Accurately enter or confirm customer information into various systems. * Help educate and convert customers to a different self-service channel.   11/2018 – 06/2021  Assistant Manager-Sleeping Tiger Imports   * Onboard new employees and ensured all weekly reports were up to date before deadline * Managed incoming store deliveries, merchandising, inventory sales, and promotions * Maintain consistent flow of friendly and efficient customer service. Help increase our monthly sales goals. | |  | | August 2021-Present  Legal Services and Support  **Purdue University-Online**  June 2016  General Studies – High Diploma  **Potomac Senior High School** | |
| Skills | |
|  | |
| Customer Focus  Data Entry  CRM  Problem resolution  Zenoti Cloud  Troubleshooting  Superior customer services | |
| Contact | |
|  | |
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