LaWanda L. Freeman

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| 2855 Pepperdine Dr  Hephzibah, Ga 30815 | Lawandafreeman28@yahoo.com | Home: 706-793-0506  Cell: 706-834-6438 |

* 100% Dedicated Sales And Production Worker 5+ years of experience in high volume in learning a job , inquiries, complaints Consistently achieve record-high customer satisfaction rankings, improvements to the bottom line and turnaround of underperforming operations.

# Areas of Expertise

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| Customer Service Management  Complaint Handling & Resolution  MS Word, Excel and Access | Customer Satisfaction Enhancement  Trainer-Team Leader  Sales & Margin Improvement | Teambuilding & Training  Cost-Reduction Strategies  Order Fulfillment |

# Professional Experience

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| **Richmond County Board Education**  08/0 to 05/13   * Assists in the monitoring, discipline and supervision of Students in a classroom setting * Provides a safe and clean environment * Security, professional counseling services, and assist students in classwork * Monitor classroom behavior between students in order to respond to directions/emergencies.   **Kazz Hair Salon**  **04/08 to 06/11 Receptionist** |  |

* **Accountability, managing all cash transactions in the work place**
* **Checking all daily cash balances , and making appointments**
* **Reporting discrepancies/ making daily, weekly and monthly transaction reports**
* **Great mathematical skills as well as strong ethical values as well strong people skills**

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| **T-Mobile - Teleperformance Customer Service Representative**  11/09 to 03/11   * Trained and supervise 5+ customer service reps. Foster an environment in which high levels of service and employees are motivated to deliver top performance. * Served on special taskforce charged with turning around under-performance sales. Trained CSRS and contributed to significant improvements in customer satisfaction and sales. * Exemplified the second-to-none customer service delivery in all interactions with customers. * Managed high-volume work load with in a dead line environment. Resolve inquires in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume) |  | |
| **Georgia Reginal Hospital**  Human Resources Clerk  **04/08 to 03/09**   * Ability to comprehend, carry out and relay multiple verbal written instructions. * Supervisory responsibility/ Sensitive Information an Records * Performs routine manual and clerical work. Work also involves supply and store room duties according to established procedures. * Sorts and handles mail freight/ picks up delivery supplies, equipment. | |
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# Education

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|  | | University of Phoeinx BHS Admin/Mang Healthcare 12/11 to 08/12 |

Butler High School **— Augusta, GA** High School Diploma **08/95 to 05/99**