

THEODIS HOLLOWAY III

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CAREER OBJECTIVE

A resourceful manager looking to obtain a leadership position applying creative problem solving and fine management skills with a growing company to achieve optimum utilization of its resources and maximum profits. An ambitious team player who is organized and diligent with excellent oral interpersonal communication skills. Successful in building motivating and driven teams. Willing to relocate.

- Possesses accurate and efficient data entry ability
- Self-motivated, ensuring all tasks are thoroughly completed in a timely manner
- Skilled at establishing priorities, meeting deadlines, being empathetic and working unsupervised

QUALIFICATIONS

Management ▪ Leadership: An experienced team leader ▪ Influencing, leading, and delegating abilities ▪ Ability to initiate/manage cross-functional teams and multi-disciplinary projects ▪ Critical thinking, decision making and problem-solving skills ▪ Planning and organizing ▪ Organizational abilities ▪ Result oriented ▪ Ability to achieve the target within given time ▪ Excellent Communication skills ▪ Negotiating skills ▪ Conflict resolution ▪ Proficient in Microsoft Office ▪ Adobe ▪ Scheduling and time management

EDUCATION

Hillsborough Community College | Associate of Arts | 2014- Present
Chamberlain High School | High School Diploma | General Education (2005)
U.S. Navy | Hull Repair Technician & Leadership Training | 2005-2007

WORK EXPERIENCE

Spectrum

03/2019- Present

Billing Account Manager

- Address customer concerns about the billing for their accounts.
- Identify issues with customer account and relay to accounts receivable to make adjustments or update billing information
- Resolve customer complaints with professionalism while preserving company's values and reputation.
- Handling customer inquiries expeditiously and efficiently without losing excellent customer experience (recognition for excellent customer service)

Verizon Wireless

02/2018- 01/2019

Account Manager

- Constantly meet and exceed personal and corporate monthly sales goals (Awards received).
- Identifies customer's events to provide solutions on products and close on product sales that meet the member's needs.
- Research and gather information to service customers immediate need resulting in one-call resolutions.
- Constantly receiving positive feedback and perfect scores from customer surveys & management reviews.

Sprint

08/2017- 02/2018

Lead Sales Associate

- Met and exceeded personal and corporate monthly sales goals
- Researched and recommended new potential sales opportunities to management
- Recommended service and profit enhancement possibilities and opened and maintained new business accounts

Badcock Home Furnishings

06/2015-03/2017

Confidential

Store/Finance Manager

- Develop and train retail sales team members by conducting daily sales observations, weekly report card sessions and weekly sales meetings
- Maintain customer experience through team member interaction and store presentation, coordinate the flow of goods from the stock room to the sales floor, and do merchandise replenishment
- Represent company in areas of public relations such as trade shows, parades, etc.
- Managed a team of 10 direct report sales associates and supervise actions of the retail sales associates within his/her department insuring compliance with company guidelines
- Manage the preparation and publication of departmental and organization financial documents, prepare cost analysis, quotes and profit calculations
- Examine financial and legal documents to verify accuracy and adherence to financial regulations and acceptable financial principles

Convergys (AT & T)

01/2015-06/2015

Lead Customer Service Representative

- Handle a high call volume of 100 plus calls a day providing several services for policy holders.
- Assist customers with wireless and home phone service questions, providing detailed explanations to ensure complete understanding resulting in a first call resolution.
- Right fitting the customers with various products offered by AT&T that would be a benefit for the customer and generate revenue for the company.

T-Mobile

04/2014 – 09/2014

Senior Financial Care Specialist

- Counseled customers on the details of their phone plan and benefits along with explaining bills in detail and exceeding the department's productivity and quality standards
- Assist customers with wireless questions, providing detailed explanations to ensure complete understanding resulting in a first call resolution.
- Negotiated payments arrangements and accurately applying notations to clients' accounts
- Increased the customer experience by providing information on new products, rate plans, and services through upselling opportunities
- Provided above and beyond customer services and making sure to provide one call resolutions to customer complaints

One Touch Direct (Verizon Wireless Telesales)

08/2013 – 04/2014

Customer Service Representative (Team Lead)

- Handled a high call volume between 80-100 calls a day providing several services for policy holders
- Assist customers with wireless and home phone service questions, providing detailed explanations to ensure complete understanding resulting in a first call resolution.
- Managed Verizon customers' accounts, answering question, updating necessary information, and documenting all actions taken within the call