

Aisha Shabazz

Buffalo, NY 14207

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(716)9943505

Authorized to work in the US for any employer

Work Experience

Customer Service Representative/Call Center

capital management services - Buffalo, NY

September 2016 to Present

Collect money on passed due credit card accounts. Assisting customers with getting their accounts current. Also assisting them with their customer service needs if able.

IT Level 1 Help Desk

CTG - Buffalo, NY

December 2017 to September 2018

Worked for CTG we were contracted to IBM

Password Resets

Account Unlocks

Created tickets for each call

Remoted into computers and assisted user's

Helped with o365 issues as well.

Housekeeper

YMCA - Williamsville, NY

February 2016 to August 2016

Made sure facility was clean

Cashier

Burlingtons - Cheektowaga, NY

June 2015 to January 2016

Customer service, layaway, floor representative in the women's department

Cashier

Mighty Taco - Tonawanda, NY

June 2014 to January 2015

Face to face contact with customers, grill, drive-thru, cooking and prepping food

Education

General Studies

Erie Community College - Buffalo, NY

August 2017 to May 2019

Ashworth college

2016 to 2016

High School Diploma

Cardinal O'Hara High School

2010 to 2014

Skills

Interpersonal skills (5 years), Diligent (9 years), Customer Service Skills (2 years)

Additional Information

Skills

Quick learner

Interpersonal skills

Communication skills

Problem solving skills

Team player

Good negotiating skills

Multicultural Sensitivity/Awareness

Diligent

Creative

Good at Handling Pressure