

# Sammatha Fuller

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## EXPERIENCE

### **Acara Solutions, Buffalo NY — Customer Service Representative**

October 2018 - January 2019

Customer service, two screen computer set up, running four programs at all times. Helping customers with billing issues, account problems, incoming and outgoing correspondence, bill pay, problem solving. All communication between customer and corporate.

### **One Touch Direct, Orchard Park, NY — Customer Service Representative/ Sales Representative**

2015-2016

Customer service, two screen computer set up, running four programs at all times. Helping customers with billing issues, account problems, incoming and outgoing correspondence, bill pay, problem solving. All communication between customer and corporate.

### **Stay at home mom, East Amherst, NY — stay at home mom.**

2012-2016

### **Alpha Collections, Buffalo, NY — Collections Specialist**

2013-2014

Customer service, two screen computer set up, running four programs at all times. Skip tracing. Helping customers with payment plans, account problems, incoming and outgoing correspondence, bill pay, problem solving. All communication between customer and corporate.

### **Fiddlers Green Manor, Springville, NY — Certified Nursing Assistant**

2010-2011

Morning, afternoon and evening elderly care; personal hygiene, feeding, activities, doctors appointments, bedtime care/overnight care. Direct communication with customer (families).

## SKILLS

Computer double screen systems.

Customer Service, face to face and phone contact.

Incoming and outgoing correspondence, written and phone.

Nursing, home care, assisting elderly with morning, afternoon and evening self care.

Sales, looking over an account and/or listening to a customer and assessing their needs and which products would assist their daily life/needs.

Childcare, early childhood education, preschool and younger; lesson plans and daily educational plans, personal care.

**Windham Professionals, East Aurora, NY— *Collections Specialist***

2010-2011

Customer service, two screen computer set up, running four programs at all times. Skip tracing. Helping customers with payment plans, account problems, incoming and outgoing correspondence, bill pay, problem solving. All communication between customer and corporate. Garnishments and offset paperwork.

**Absolut of Orchard Park, Orchard Park, NY — *Certified Nursing Assistant***

2010-2011

Morning, afternoon and evening elderly care; personal hygiene, feeding, activities, doctors appointments, bedtime care/overnight care. Direct communication with customer (families).

**Jenny B. Richmond, Springville, NY — *Certified Nursing Assistant***

2010-2011

Morning, afternoon and evening elderly care; personal hygiene, feeding, activities, doctors appointments, bedtime care/overnight care. Direct communication with customer (families).

**EDUCATION**

**Pioneer Central School, Yorkshire, NY— *Regents Diploma***

2003- 2008

Early Childhood Education.

**BOCES, Ellicotville, NY— *Regents Diploma***

2005-2008

Early Childhood Education.