



PM

PRINCESS MOSS

CHARLOTTE, NC | (864) 221-4038
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SKILLS

- Salesforce
- Microsoft Word, PowerPoint, Excel: (3+ Years)
- Troubleshooting and support
- Pharos and CSG Systems
- Adobe Software: Photoshop, InDesign, and Illustrator: (3+ Years)
- Web Page Development: Interface and Fetch

REFERENCES

Krystal Moss

- (864) 569-5640

Kiera White

- (404) 697-9785

Theresa Eyvette:

- (864) 958-1426

EDUCATION

BACHELOR DEGREE • GRAPHIC DESIGN • 2012 – 2017

University of South Carolina- Upstate- Spartanburg, SC

HIGH SCHOL DIPLOMA • 2008 -2012

T.L. Hanna High School -Anderson, SC

EXPERIENCE

REPUBLIC SERVICES • CHARLOTTE, NC

CUSTOMER SERVICE REPRESENTATIVE • 2017 - PRESENT

- Phone Support and training for new hires and special projects within the company such as WorkDay.
- Sending/preparing emails and setting up contracts for customers.
- Using computer software: Microsoft excel, Microsoft word and Salesforce.
- Built rapport with customer by asking probing questions and utilizing effective listening skills. Giving accurate and detailed information to assist.
- Provide excellent customer service for Inbound Call Handling: Troubleshooting issues with accounts, billing, and resolving complaints.
- Multi- tasked between assignments, computer screens and computer applications to complete daily tasks.

SPECTRUM • SPARTANBURG, SC

LEAD WAREHOUSE TECHNICIAN • 2013 – 2017

- Providing administrative and clerical support (mailing, scanning, faxing, copying, filing)
- Assisting with new employee training on job requirements and company policies.
- Filling orders for supplies and equipment as requested using Microsoft software, CSG and Pharos.
- Test Cable boxes for proper functioning channels and correct software.
- Perform repairs to damaged equipment.
- Maintaining the warehouse in a neat and orderly function.

AFCO • ANDERSON, SC

PRODUCTION LINE WORKER • MAY 2013 – AUGUST 2013

- Inspecting and producing over 500+ parts on an assembly line.
- Demonstrated accuracy in the assembly of parts while paying close attention to details while working in a fast-paced environment.

OLD NAVY • ANDERSON, SC

RETAIL SALES ASSOCIATE • 2010 – 2012

- Assisting customers with product selections and providing recommendations to help with customer experience.
- Maintained and arranged displays from planograms to ensure strategic placement of products to maximize purchases.
- Assisting team members with organizing, labeling and cleaning up.