

# **Morgan Vaughters**

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**Objective:** Responsible and motivated professional seeking a long term position with a reputable organization where I can utilize my customer service experience and strong communication skills.

## **Professional Skills**

- Punctuality
- Organizational
- Verbal Communication
- Cash-handling
- Data-Entry
- Customer Service
- Time Management
- Adaptability
- Project Management
- Troubleshooting
- Computer skills

## **Professional Experience**

White's Automotive, Mobile, AL

July 2012 - Present

### **Office Clerk**

#### Responsibilities:

- Answer phones and greet clients warmly.
- Assist in filing claims with insurance companies
- Operate Microsoft, and Word software
- Handle all payments, and print receipts.
- Reroute calls to appropriate people.
- Answer inquiries about company.
- Help organize office activities.
- Insert bills in envelopes and mail.
- Hang up company policies around the office.
- Operate office machines, such as photocopiers and scanners, voice mail systems and personal computers.
- Retrieve files for personnel.
- Take and deliver messages.
- Sort and distribute incoming mail.
- Fix malfunctioning office equipment.
- Perform data entry.
- Restock supply closet with printing paper, ink, pens, paper clips, staplers, files and folders, and correction fluid.

Alorica Inc., Saraland, AL

November 2015 - December 2015

### **Customer service representative**

#### Responsibilities:

- Answer the phone in an upbeat polite professional manner

- Assist new and returning customers in enrollment into their federal Insurance.
- Help customers with FEDVIP eligibility questions and, provide them with FEDVIP plan information on the eligibility of their dependent children and themselves in certain circumstances.
- Answer customer's inquiries, and if applicable, connects the customer to appropriate department to provide the best resolution for the customer's needs.

Sears Holding Corp., Mobile, AL

November 2014 - March 2015

**Sales Advisor**

Achievements:

- Obtained 32 perfect scores for MSAT within the first month of being hired
- Held the highest conversion on assigned team for an entire week

Responsibilities:

- Greet callers in a timely, pleasant and professional manner
- Determine member's needs and look up delivery, product information and inventory availability using multiple applications and systems
- Keep equipment operational by following established procedures; reporting malfunctions
- Offer to order product for Members and places the order through Sears database
- Recommend and sell Protection Agreements, Installations, add-ons, and promotional products/services
- Attempt to convert inquiries to sales and recommend related add-on and/or promotional merchandise and services to increase profitable revenue.
- Answer Member inquiries, and if applicable, connects the Member to appropriate department to provide the best resolution for the Member's needs
- Fulfill requests by clarifying desired information; completing transactions; forwarding requests

**Education**

Alabama Agricultural and Mechanical University, Huntsville, AL

Pursuing degree in Biomedical Engineering and Neurology

Attended 2012-2014

Theodore High School, Theodore, AL

Honors Diploma

Graduated May 2012

