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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 | |
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| |  |  | | --- | --- | | Education | | | Alabama Agricultural and Mechanical University, Huntsville, AL  Pursuing degree in Biomedical Engineering and Neurology  Attended 2012-2014  Theodore High School, Theodore, AL  HonorsDiploma  Graduated May 2012 | | | |
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