

Tabitha Fortner

Web Developer

Kenton, TN, United States | [Tel: 7313896424](tel:7313896424) | [E-mail: tfortner.prsvr@gmail.com](mailto:tfortner.prsvr@gmail.com) | Open to Remote
[freeCodeCamp](#) | [LinkedIn](#) | [GitHub](#)

EXPERIENCE

- 01.2017 - 04.2019 **Remote Receptionist**
Netvoice, United States (Remote)
- **Duties:**
 - Communication Skills:**
 - Clear and professional verbal and written communication.
 - Exceptional communication and interpersonal skills.
 - Active listening and the ability to handle inquiries efficiently.
 - Answering calls and clients with a calm professional manner, while managing, editing, or relaying information.
 - Courteous manner while ensuring proper and correct spellings and information that may be needed in the necessary fields.
 - Customer Service:**
 - Providing exceptional service and support to clients or customers.
 - Handling complaints and resolving issues with empathy and professionalism.
 - Technical Proficiency:**
 - Familiarity with phone systems, email management, and chat platforms.
 - Experience with remote communication tools (e.g., Zoom, Microsoft Teams).
 - Basic knowledge of Office software (e.g., Microsoft Office Suite, Google Workspace)
 - Experienced in managing phone systems and emails.
 - Organizational Skills:**
 - Managing and prioritizing while multitasking efficiently and effectively.
 - Attention to Detail:**
 - Accuracy in handling information and data entry.
 - Maintaining confidentiality and security of sensitive information.
 - Time Management:**
 - Efficiently managing time and multitasking in a remote environment.
 - Adapting to varying workloads and deadlines.
 - Technical Problem-Solving:**
 - Troubleshooting minor technical issues related to remote tools or equipment.
 - Ability to adjust to changes in workflow or company policies.
 - Flexibility to work in different time zones if required.
 - Technical Equipment:**
 - Reliable high-speed internet connection.
 - Necessary hardware (e.g., computer, headset) and familiarity with remote work software.
 - Work Environment:**
 - A quiet and professional home office setup.
- 09.2015 - 01.2017 **Call Center Operator**
Complete Answering Service, Jackson, United States (Remote)

▪ **Duties:**

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- Courteous manner while ensuring proper and correct spellings and information that may be needed in the necessary fields.

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Work Environment:

- A quiet and professional home office setup.

11.2009 - 10.2015 **Checker/Stocker**

Walmart, Dyersburg, United States

- Executed precise scanning of products at the retail register, utilizing problem-solving skills to resolve transaction discrepancies and ensure accurate cash handling, counting over \$10,000 in daily transactions.
- Delivered exceptional customer service by addressing customer inquiries and providing assistance at the retail register, enhancing customer satisfaction scores by 20%.
- Utilized strong organizational skills to efficiently manage inventory, ensuring optimal stock levels and reducing product shortages by 15%.

04.2005 - Oct

Production Floater

Sara Lee Foods/Jimmy Dean Foods, Newbern, United States

- Enhanced cutting precision by routinely sharpening knives, ensuring consistent quality in fast-paced assembly-line operations.
- Improved operational efficiency by adeptly handling heavy carcass lifting, contributing to seamless assembly-line processes.

SKILLS

Customer Service - Professional Phone Skills, Electronic and Information Technology, Electronic File Management, Office Operations, Home-Office, Office Procedures, Microsoft Office, Time Office Management, Record Keeping, Record Management, Technology Transfer, Communication Skills, Answer Client Questions, Answer Incoming Calls, Answering Customer Questions, Answering Multiple Phone Lines, Answering Questions, Answering Complaints, Telephone Reception, React, JavaScript, HTML, CSS

Code Writing - JavaScript, HTML, CSS, React

RELEVANT EDUCATION

Aug	Human Resources in Office Relations Dyer County High School, Newbern, United States Results: (GPA: 3.2)
10.2023 - 12.2024	Full Stack Web Developer in Coding Persevere, United States