

# Desia Samples

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## Objective

- ♦ A customer-focused and detail-oriented individual seeking a position in General Office Management, leveraging strong communication and problem-solving skills.

## Summary

Reliable, responsibility, and knowledgeable, with an excellent work ethic.

- Five years of experience
- Strong proficiency and good interpersonal skills
- Excellent written and verbal communication expertise
- In-depth attention to detail and organizational skills
- Works well with company protocols
- Maintains confidentiality

## Professional Experience

*GA Dept of Human Services*  
Cedartown, GA  
Customer Service Representative

April 2023 - Present

- ♦ Performed call center duties
- ♦ Utilized Microsoft Office Suite software to perform duties
- ♦ Recording of problem history information and help effect resolution

*Chime Solutions*  
Morrow, GA  
Customer Service Representative

2022 – April 2023

- ♦ Respond to customer inquiries through live chat and email
- ♦ Utilized CRM software to track customer interactions and maintain accurate records
- ♦ Consistently exceeded performance metrics for response time and customer satisfaction

*Blue Data*  
Acworth, GA  
Customer Service Representative

2019 – 2022

- ♦ Resolved customer issues and complaints through effective problem solving
- ♦ Directed calls to the appropriate staff members