Autumn Wright

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**OBJECTIVE:**

Seeking a challenging position that will allow me to utilize a combination of professional skills, on-the-job training, and education for the enhancement of your company and its target market.

**QUALIFICATIONS:**

Dynamic, versatile, and resourceful professional with valuable customer support and problem resolution expertise. Solid reputation for ensuring a heightened level of customer satisfaction. Unique ability to quickly acquire product knowledge. Proactively contribute to the improvement of the working environment. Highly developed organizational skills; accustomed to maintaining high productivity level with heavy workloads.

**EDUCATION:**

2004-2008                          Central High School

**EMPLOYMENT:**

October2015- present McKesson

Position: Material Handler

* Responsible for performing the physical tasks involved in the shipping, receiving, storing, and distributing of products, materials, parts, supplies and equipment.
* Unpacks and checks goods received against purchase orders or invoices, maintains records of received goods, rejecting unsatisfactory items where necessary.
* Pulls and fills orders.

May2014- June 2015 Terminix

Position: Customer Service Representative

* Receives and/or places telephone calls which are basic and routine to handle any/all aspects of customer accounts, including solicitation, inquiries, and problem resolution.
* Cultivates and maintains on-going customer relationships.
* Uses computerized system for tracking, information gathering, and/or troubleshooting.
* Ensures that customers receive the best service possible through processing orders, preparing general correspondence and coordinating with other functions as required.
* Acts as customer contact regarding pricing, scheduling and shipping.

Nov 2012- April 2014 Jamerson Dental Labs

Position: Administration

* Assists clients, and/or business partners via inbound and outbound.
* Post payments and verify client coverage.
* Coordinated appointments for both client and dentist.
* Follow up with clients ,insurance companies, and business partners to ensure customer service issues are resolved.
* Routinely delivered and pick up duplicates or framework to clients.

July 2010- Dec 2012 PFSweb

Position: Customer Service Representative

* Take inbound calls for order placement
* Build connection with customer while effectively De-escalating any issues that may arise
* Answer inquiries while maintaining and updating the customer database
* Maintain a sense of urgency in responding to the customer needs
* Be creative and go above and beyond when assisting our customers
* Accurate and efficient order entry and maintenance of customer files
* Ask probing questions and overcome objections