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|  | Quintisha Lyles  8090 Willoughby CT Alpharetta GA 30005  |  quintishaarlyles@gmail.com  |  404-916-5201 |
| Objective | To secure a position focusing on client relations/customer service in order to utilize and expand my experience and skills in the workforce. |
| Customer Service Representative | *Exceeding Guest expectations and build lasting clientele while increasing sales!*Energetic, results-driven seasoned professional with 5 years of experience in customer service arena.Proven ability to manage multiple projects while meeting challenging deadlines.Excel in listening to customer needs, articulating product benefits and creating solutions that provide value to the customer. Proficient in Microsoft Word, Access, Excel, and PowerPoint, (POS): Hotsauce & Micros. |
| Experience | **Secure Contact Soultions inbound call center**02/2015-PresentMaintained a high rating for each metric that the company used to rate call associates.Ability to use a computer keyboard with sufficient speed to meet job demands.  * Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems. * Able to type 60 WPM * Processed payments for major telephone companies.  **Internship** nartey law group03/14-01/2015Handle debt record database and software: CUBS and Pacer.  * Excelled in role requiring the ability to handle a variety of customer service and administrative tasks and resolve customer issues with expediency * Manage inventory of office supplies and equipment * Schedule staff appointments with clients or company representatives.  **certified trainer/lead server** mardi gras cafe01/12-02/2014  * Agreed to serve as a mentor for new hires to speed up learning curve. * Established first social media center for the company providing a unified center for business and customer interactions. * Empowered my customer service staff with authority and responsibility, improving department productivity by 20 percent. * Schedule wait and floor staff and approve time off. |
| Education | **Clark Atlanta University**, Atlanta, GAPolitical SCience Public Speaking, Government, Urban Politics, International Relations, Statistics |
| Leadership | ALPHA PHI OMEGA NATIONAL CO-ED SERVICE FRATERNITY  Utilize time management, communication, and organization skills while dedicating 10+ hours weekly towards serving as a leader of the organization. Completed and submitted requisitions for on campus activities. |