

Dakota Huyghe

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Address: 32320 Linderman Ave., Warren MI, 48093

Experienced Customer Service Representative with knowledge in several fields. Looking for an entry level **Help Desk** position to get experience while studying for the CompTIA A+, Security+, and Network+ certifications to break into the Help Desk/IT field to pursue my passions of **Computer Networking and Linux Administration**.

Professional Experience

Invoice Specialist

UWM, Pontiac, MI

08/2025 - Present

- Reviewed documents for accuracy and inputted information into various computer systems.
- Maintained high levels of integrity dealing with borrower's private information.
- Exceeded goals of working 70+ loans per day.

Service Desk

Walmart, Sterling Heights, MI

01/2025 – 04/2025

- Resolved customer issues related to returns, providing excellent customer service and finding mutually agreeable solutions.
- Processed financial transactions with accuracy and attention to detail, maintaining a high level of confidentiality. Amounts ranged from approximately \$50 to Walmart's limit of \$2,500, with an average amount exceeding \$1,000.
- Transactions were approximately 30% Returns, 20% Bill Payments, and the remaining were sending or receiving money through Western Union, Ria, or Moneygram.

Shift Manager

KFC, Warren, MI

07/2022 – 08/2025

- Managed a team of 5–8 people per shift, a total of 30+ team members store wide.
- Accurate cash handling, inventory management, and Start/End of Day processes.
- Successfully increased inventory efficiency from 70% to our store's goal of 92%.
- Skilled in conflict mediation and resolving customer complaints. - Trained and coached employees on new and existing policies.

Crew

McDonald's, Warren, MI

03/2024 – 05/2024

- Collaborated with team members to keep shift running efficiently.
- Focused on accurately assembling customer's orders.
- Skilled at conflict de-escalation.
- Experience using point-of-sales systems.

Customer Service Representative

Planet Fitness, Sterling Heights, MI

10/2023 - 03/2024

- Kept the gym organized, clean, fully-stocked, and disinfected by performing hourly walks around the gym.
- Managed various member accounts to assist with opening an average of 5–10 new accounts per week, cancellations, and resolving billing issues.
- Enforced policies and procedures.
- Assisted with the setup of a new computer and replacement of cameras.

Loss Draft Associate

Everstaff, Troy, MI

07/2021 - 01/2022

- Collaborated with different teams to ensure all information on file was accurate.
- Contacted customers, insurance companies, and mortgage holders to collect any missing documents.
- Followed policies and procedures regarding loss draft insurance checks were made out for the correct amounts and to the correct person.
- Multitasked used multiple systems to access and modify information regarding customer requests and accounts.

OnStar Technical Associate

Teleperformance, Warren, MI

12/2019 - 07/2020

- Managed my own workload. Strong time management skills allowed me to solve complicated technical cases and communicated case status with customers. - Exceeded department goals of resolving or escalating 2 cases per hour, averaging 22-24 cases per day.
- Excellent written skills allowed me to notate member accounts accurately and concisely to communicate current, previous, and next steps to other team members.
- Used a ticketing system developed in-house to manage and request cases.
- Experience using MS Excel to track assigned cases.
- Used multiple programs to verify and modify billing information, remotely send updates to members' vehicles, and troubleshoot ATT network issues using Jasper.

Education and Certifications

High School Diploma

Cousino High School, Warren, MI
Graduated 2015

Currently studying for the CompTIA A+, Security+, and Network+ certifications.

Soft Skills

- Strong written and verbal communication skills
- Customer service
- Organization
- Collaboration
- Time management
- Empathy
- Conflict resolution

Technical Skills

- Java
- Python
- Researching solutions
- Problem solving
- Computer literacy
- Multitasking with several software
- Troubleshooting using probing questions
- Analytical