

Da'Vonta Williamson

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LinkedIn: </DaVontaWilliamson> | Portfolio: DaVontaWilliamson.github.com

GitHub: </DaVontaWilliamson>

- Highly enthusiastic customer service professional with 6+ years of client interface experience.
- Effective communicator; attentive listener, patient, and a good sense of humor. Highly skilled in representing employer intelligently and professionally.
- Dedicated Customer Service Representative, known for the ability to build relationships and educate customers, resulting in customer satisfaction, retention, and increased sales.
- Earned a certificate in Full Stack Web Development from the University of Central Florida Coding Boot Camp.

Technical Skills

Language: JavaScript ES6+, CSS3, HTML5, AJAX

Applications: GitHub,

Tools: Bootstrap, Materialize CSS, Query

Projects

Weather Dashboard | [Weather Dashboard GitHub](#) | [Weather Dashboard Site](#)

- Summary: Weather app that provides current and future weather forecasts in cities.
- Role: Sole author
- Tools: HTML, CSS, JavaScript, jQuery, API, Bootstrap, Font Awesome

Run Buddy | [Run Buddy GitHub](#) | [Run Buddy Site](#)

- Summary: Website to be able to find a Trainer.
- Role: Sole author
- Tools: HTML, CSS, JavaScript,

Dungeons End | [Dungeons End GitHub](#) | [Dungeons End Site](#)

- Summary: Play your favorite role-playing game with D&D monsters and challenge your friends to beat your high score.
- Role: Front end designer
- Tools: JavaScript, jQuery, Materialize CSS,

Experience

Processing Specialist II

Deluxe (Acquired By Synchrony)

October 2016-Present

Longwood, FL

Operate MAVRO Smart-Track System understanding processing queue volumes, location of process payments. Allocate mail from receiving (Eagles, I-Trans, AS180's to Staging areas and label work based on SOP's). Perform Scanning/Wending duties: Scan to storage, Scan to Shred, dumping of trays, Rotating of Racks. Provide updates for area of responsibility. Work rejects from smart track system and identify trends. Prepare checks for reprocess by date. Monitor all units of work as they are processed through the system (MAVRO Queue). Resolve/clear payment rejects daily. Complete Alpha search on rejected transactions. Process damage checks on Itran. Pull all Pick and Encode items for daily process (rejected Foreign Checks). Batch, scan, and key all reprocessed items.

Merchandise Specialist

Orlando Magic

September 2019- Present

Orlando, FL

Responsible for assisting customers at the Amway Center on game nights, with all aspects relating to the Team Shops located throughout the arena. Provide excellent customer service to all patrons on game nights. Recognize wants and needs of each customer, to ensure a satisfactory shopping experience. Up-sell specific products to patrons as directed by retail management. Maintain superior knowledge of entire product line. Achieve sales, productivity, and incentive goals. Assist in maintaining the organization and cleanliness of assigned retail area(s). Restock key selling items during the game. Process cash and credit cards for customer transactions utilizing a Point of Sale (POS) system. Ability to reconcile and appropriately closeout assigned workstation at end of each shift. Maintain above average mystery shop scores. Assure protection of company assets while adhering to company loss prevention policies and procedures. Makes decisions with little or no choice as to the methods and procedures used in achieving results.

Account Services Senior Representative

April 2019-December 2019

Synchrony

Longwood, FL

Operate MAVRO Smart-Track System understanding processing queue volumes, location of process I payments. Allocate mail from receiving (Eagles, I-Trans, AS180's to Staging areas and label work based on SOP's). Perform Scanning/Wending duties: Scan to storage, Scan to Shred, dumping of trays, Rotating of Racks. Provide updates for area of responsibility. Work rejects from smart track system and identify trends. Prepare checks for reprocess by date. Monitor all units of work as they are processed through the system (MAVRO Queue). Resolve/clear payment rejects daily. Complete Alpha search on rejected transactions. Process damage checks on Itran. Pull all Pick and Encode items for daily process (rejected Foreign Checks). Batch, scan, and key all reprocessed items.

Data Entry Operator

July 2017-April 2019

Synchrony

Longwood, FL

Accurately key entry of customer payments from check image, unreadable or misread MICR characters or fields and unreadable or misread OCR from statement stub images. Correct out of balance conditions. Verify data entry of amounts from statement stubs and checks. Access customer's accounts using FDR and identify proper account for posting payments and research customer payment issues.

Empowerment Ambassador

January 2018-January 2019

Synchrony

Longwood, FL

Responsible for creating and maintain a culture where employees actively seek and deliver solutions to customer inquiries, with a balanced approach to empowerment, process control and customer-centricity. Coordinate empowerment updates on site monitors, local town halls, desk drops, coordinating multiple projects and simultaneous activities, etc. Remain visible and active within the operation, to engage with teams, fully understand improvement opportunities and solicit input into solutions. Actively participate in EVV council and work with senior leadership to identify to create awareness of empowerment opportunities and potential solutions.

Collection Representative

October 2016-July 2017

Synchrony

Altamonte Springs, FL

Trained to handle outbound calls and inbound calls surrounding consumer past due credit card accounts. Set up payment arrangements to bring past due accounts current. Educate our customers. Identify ways to improve service by using your customer service skills.

Dispatcher

June 2016 – October 2016

Jaguar Technologies

Altamonte Springs, FL

A leading partner who helps and aid with Bright House Networks customers. Ensuring outstanding

customer service daily. Researching and providing technician updates and/or reports for customers with accurate and reliable information to ensure that all deadlines are met, installations are complete (completed) to each customer's satisfaction.

Shift Manager

June 2012 to May 2016

RaceTrac Petroleum

Orlando, FL

Delivered over the top guest experience while working in a variety of roles within the store. Worked as a team member performing cashier duties, product assistance and cleaning. Maintained adequate cash supply in cash drawers in multiple checkout stations. Trained new employees quarterly. Also, assisted the management team by ensuring guest satisfaction and overall restaurant performance on every shift. Expressed appreciation and invited customers to return to the store.

Business End User Care Representative (AT&T)

June 2013 to November 2013

Convergys

Lake Mary, FL

Greet customers in a courteous, friendly, and professional manner using agreed upon procedures. Listen attentively to customer needs and concerns; demonstrate empathy. Cross-trained and provided back-up for other customer service representatives when needed. Clarify customer requirements; probe for and confirm understanding of requirements or problem. Met customer requirements through first contact resolution. Confirming the customer understanding of the solution and provide additional customer education as needed. Regularly sought opportunities to up sell and add on additional products/services. Guaranteed positive customer experiences and resolved all customer complaints.

Food & Beverage Quick Service

April 2012 to June 2012

Walt Disney World

Orlando, FL

Greet customers in a courteous, friendly, and professional manner using agreed upon procedures. Delivered over the top guest experience while working in a variety of roles within the theme park. Maintained adequate cash supply in cash drawers in multiple counter cash/outdoor stations. Serviced over 1,000 guests daily and assisted in daily setup and preparation with a team of co-workers. Also, assisted the management team by ensuring guest satisfaction and overall attraction/restaurant performance on each shift. Expressed appreciation and invited customers to return to the park.

Education

Certificate, Full Stack Web Development - University Of Central Florida

Orlando, FL

Associate in Science Computer Programming - Seminole State College
August 2010-

Sanford, FL

Certificate, Computer Programming Technical - Seminole State College
2016

Orlando, FL

High School Diploma – Maynard Evans High
August 2006-June 2010

Orlando, FL