

ZHANÉ WARNER-DUNCAN

OBJECTIVE

Highly energetic and dependable ready to pursue an interminable position that will utilize my hospitable skills, education while expanding my knowledge for contingent growth.

WORK EXPERIENCE

Nov 2018 – Present Aldi's Distribution Center Center Valley, PA
Temp

- Accountable for keeping track of new hires and terminated employees on ADP
- Making sure benefits are paid out right and fully or partially paid off
- Conduct interviews for warehouse new hires
- Sorted, organized, and maintained office records accurately
- Sorted and distributed mail to different departments and stores
- Oversaw inventory and ordered new equipment and uniforms for store employees

Aug 2018 – Oct 2018 Harbortouch Allentown, PA
Collections Specialist

- Responsible for collections of outstanding accounts receivable dollars from the existing client base and all other aspects of collections
- Initiate consumer negotiations for debt recovery through phone, email, and mail contact
- Perform interpersonal skills, arranging payment options, and directed customers to payment sources.

Mar 2018 – Aug 2018 Guardian Bethlehem, PA
Rating Analyst

- Assess and analyze companies or industries and make investment recommendations based on their findings
- Communicate first hand to brokers to fully grasp their intent
- Provide quotes for insurance policies such as life, dental, vision, cancer and more
- Provide an anticipated target price on a company's security in the near future

Jan 2017 – Mar 2018 AT&T (Call Center) Bethlehem, PA
Sales Representative

- Received inbound customer calls for various product purchases queries and complaints
- Encouraged product upgrades for customer orders when appropriate
- Maintained and updated call logs on a daily basis
- Maintained courteous and friendly relationships with staff and management
- Provided information and resolution for all call center customer queries
- Complied with company attendance and break policies
- Attained shift call completion quote on a regular basis

Apr 2015 – Feb 2017 Wilsons Leather Tannersville, PA
Assistant Manager

- Enforce company rules, policies & procedures with guest and company staff
- Provide information to customers and employees about products
- Train and hire employees
- Meet monthly metrics
- Payroll
- Enforce store policy
- Maintain inventory
- Merchandising

Nov 2012 – Mar 2015 Forever 21 Tannersville, PA
Assistant Manager

- Enforce company rules, policies & procedures with guest and company staff
- Provide information to customers and employees about products
- Train and hire employees
- Meet monthly metrics
- Payroll
- Enforce store policy
- Maintain inventory
- Merchandising
- Key holder

EDUCATION

East Stroudsburg University 2012 – 2016

- Bachelor Of Arts, Fine Arts
- GPA : 3.3

Fashion Institute of Technology Certification 2012 – 2012

- Art for Fashion Design
- Manuel Patternmaking and Sewing

Penn LPS Coding Boot Camp Certification Present

- Front-End Development
- Back-End Development

ART EXHIBITIONS/ SCHOLARSHIPS

East Stroudsburg University Mandelon Powers Gallery/ Student exhibitions 2012 - 2016

- Part of gallery planning committee

Scholarship

- Sterling & Dorothy Strauser Scholarship

SKILLS/OTHER

Proficient in Microsoft Office, project planning, record keeping & data analysis, excellent customer service & time management expertise.