

TEACHER

Summary

Obtain a position working in customer service where I can utilize my friendly and outgoing attitude. I'm very analytical and adept at resolving complex network issues. Critical thinker who addresses customer support issues quickly and who consistently exceeds performance standards.

Skills

- Excellent analytical skills
- Strong verbal communication
- Computer proficient
- Microsoft PowerPoint,
- Microsoft Word,
- Issue resolution
- Attention to detail
- Excellent written and verbal communication skills
- Experience in a high volume, high stress work environment, productive
- Fluent in English and Spanish
- Teamwork, Energetic and organized

Accomplishments

Top representative in department with customer satisfaction surpassing 80 %.

Received award for customer service recognition and ability to work well with the other team members.

Experience

Teacher Jan 2016 to Mar 2016

Company Name 1234 City , State

- Educate children, take care of children, maintain a healthy learning environment.

Nursing Aide Aug 2015 to Jan 2016

Company Name 1234 City , State

- Provide basic care for patient, accompany patient when leaving facility, maintain healthy living environment.

Front Desk Receptionist Jun 2015 to Sep 2015

Company Name 1234 City , State

- Answer phones, transferring Support, Referred difficult issues to upper management while maintaining positive rapport with customer. customers with online billing and account issues. calls to book appointments, enroll clients.

Cook Apr 2013 to Aug 2014

Company Name 1234 City , State

- Train new employees, take orders, pass orders out to customers, prepare hot and cold food items, stock deliveries, maintain work area (cleaning).

Education and Training

Bachelor of Arts , African American Studies 2017 The Ohio State University 1234 City , State , USA

Child Development, Nutritional Needs, Language acquisition, Movement and Motor skills, Cultural influences, Coursework in Business and Communications

Interests

Member of Apostolic Church Choir, Columbus, OH *Sunday School Teacher at Apostolic Church, Columbus, OH *Children's Choir Director at Apostolic Church, Columbus, OH *Volunteer Event Decorator at Gina's D&C

Skills

- Sales Software: Salesforce.com, Service now Ticketing system
- Desktop Publishing Software: Photoshop
- Microsoft PowerPoint, Microsoft Word, Answer phones, verbal communication skills, Excellent written

Additional Information

- ACTIVITIES: *Member of Apostolic Church Choir, Columbus, OH *Sunday School Teacher at Apostolic Church, Columbus, OH *Children's Choir Director at Apostolic Church, Columbus, OH *Volunteer Event Decorator at Gina's D&C