

APPLECARE CPU ADVISOR

Summary

My goal is to establish a rewarding career in customer service and data entry using my skills in excel proficiency and organization, while being collaborative with a team to serve consumers to provide a positive customer experience.

Highlights

- Microsoft Office proficiency
- Excellent communication skills
- Microsoft Excel certified
- Filing and data archiving
- Time management
- Customer service-oriented
- Self-directed
- Exceptional telephone etiquette

Accomplishments

Reduced technical escalations to management by 95% to only 2-3 per day.

Skills

Advertising, Budget Maintenance, Data Entry, Graphic Design, Marketing, Office management, Research, Phone Support

Experience

AppleCare CPU Advisor

July 2014 to Current Company Name i¼ City , State

- Receive inbound calls to provide the customer an individualized experience educating the customer on how to use their Macintosh (Apple) products most efficiently.
- Collaborate with customers to improve user experience with software and applications; Resolve technical and computer operating system issues.
- Verified that information in the computer system was up-to-date and accurate using iLog/iDesk case-logging tools.
- Identified and resolved system and account issues.
- Worked with team to represent Apple positively and meet customer expectations.
- Adhere and Comply with Apple's business conduct policy; maintain integrity, honesty and respect.

Acquisitions & Public Relations Coordinator

May 2014 to Current Company Name i¼ City , State

- Conduct and organize research-relevant content for use on the YDM social media outlets for other means of marketing & advertising.
- Contact small businesses and corporations in the Greater Charlotte area to inquire about their marketing needs and acquire sales for Your Design Market products and marketing services to build and establish a firm client base.
- Eliminated outdated records by sending the records to be scanned.
- Arrange and schedule appointments between the client and the graphics design team.
- Host Your Design Market product launch parties introducing latest promotional deals to attain clientele.
- Respond to business email inquiries.
- Created monthly reports for records, closed terminated records and maintained a master list of clients and potential clients.
- Organized billing and invoice data and prepared accounts receivable and expected revenue reports for CEO.
- Write and mail response letters.

Hostess

March 2009 to July 2009 Company Name i¼ City , State

- Provided a warm and welcoming environment for guests.
- Assisted diners with seating as needed
- Worked with team members to encourage guest satisfaction.
- Maintained a clean environment.
- Maintained contact with kitchen staff, management, serving staff, and customers
- Inspected dining and serving areas to ensure cleanliness and proper setup
- Rectified guest complaints.
- Planned out the seating chart and organized the reservations.

Education

B.S : Business , Present University of Phoenix i¼ City , State GPA: GPA: 3.0

Business GPA: 3.0

B.A : Communication Communication Media , May 2007 Oakwood University i¼ City , State GPA: GPA: 3.0 Communication Communication Media GPA: 3.0

High School Diploma : 2004 Vance High School

Additional Information

- Volunteer Endeavors: Pathfinders of the Seventh Day Adventist Church| August 1998-present 1801 Double Oaks Rd. Charlotte, NC 28206 & 827 Tom Hunter Rd, Charlotte, NC 28213 --Community Outreach, Soup Kitchen, Clothes Drive, Fundraising for non-profit organizations, Youth Leadership Development, and life skills enriching activities.