**[Data Entry Call Center](https://www.postjobfree.com/resume/ad0fye/data-entry-call-center-west-hartford-ct)**

**Location:**West Hartford, CT

**Posted:**October 17, 2023

**Contact Info:**

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**Resume:**

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Bristol Va

Wilford Chandler

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Work Experience:

Strategic Growth Logistics (Amazon) December 2022-Present

Delivery Associate

• Safely drove and operated delivery vehicle.

• Used hand held device for routing and customer delivery information.

• Navigated a variety of routes throughout the Tri-cities area.

• Loaded and unloaded packages up to 50lbs.

Advanced Call Center Technologies (AT&T) June 2022-November 2022

Customer Support Representative

•Received inbound calls from consumers for assistance with billing inquiries, payments, and technical issues.

•Documented and monitored customer problems to ensure timely resolution.

•Multi tasked with multiple programs while speaking with customers.

•Listened to customer needs to recommend products specifically tailored to improve their AT&T experience.

Ricoh (Eastman) March 2016-April 2021

Senior On-site Service Specialist

•Delivered office support services including data entry, scanning, indexing, and auditing.

•Installed and ensured proper functioning of Dell desktops/laptops and Ricoh printers.

•Insured the proper handling of incoming and outgoing packages

•Preformed daily audio/visual checks on conference room equipment for scheduled meetings.

•Coordinated building support functions such as inventory and scheduling maintenance using SAP.

•Maintained service records for management reports.

Saddle Creek Transportation December 2014-March 2016

Logistics Coordinator

•Managed multiple leads and 50+ hourly associates in a 700k square ft food grade warehouse

•Created daily driver routes factoring in destination, load percentage and DOT hours of service rules.

•Monitored the progress of shipments, ensuring that they are on track to meet their shipping deadlines and provided notice of any potential disruptions using TruckMate software system.

•Ensured proper flow of documents to and from drivers

•Served as an intermediary between clients, drivers and management, relaying load-out times and load percentages.

•Entered data efficiently and accurately using Excel, Microsoft Office and PeopleNet.

Hire Dynamics (Saddle Creek) June 2014-December 2014

Warehouse Associate

•Loaded and unloaded trailers and transported loads to designated area.

•Checked product on inbound/outbound to ensure that items and quantities are correct and without damage.

•Used handheld scanners/equipment for warehouse management system compliance.

•Performed daily maintenance inspections of equipment.

•Followed company procedures and policies to complete tasks in a timely manner.

•Adhered to company safety policy and guidelines to ensure safe working conditions.

Cornerstone Personal Care Services January 2013-January 2014

Direct Support Staff

•Cared for mentally and physically disabled clients in their home.

•Supported clients in implementing a consistent diet and exercise regimen.

•Administered topical and oral medication.

•Budgeted and shopped for clients using their allotted weekly allowance.

•Provided detailed documentation of all the day’s events and care provided.

Key Skills:

· Skilled in Excel, Word, and PowerPoint.

· Works well independently

· Excellent customer service

· Can quickly understand new concepts