**[Customer Service Data Entry](https://www.postjobfree.com/resume/ad11l3/customer-service-data-district-heights)**

**Location:**District Heights, MD

**Posted:**December 17, 2023

**Contact Info:**

vhensley050@gmail.com

240-702-3652

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**Resume:**

VHIRGO

HENSLEY

VHENSLEY050@GMAIL.COM

240-702-3652

OBJECTIVE

My goal is to optimize the full potential of any company that I am associated with. I have been keying orders, with little or no inaccuracies, for 26 years. I am too young to retire, and I am eagerly looking forward to conquering the next challenge in my life.

SKILLS

Customer support (25+ years)

Data entry (25+ years)

Customer Service (10 years)

Invoices (26 years)

Customer accounts (26 years)

Excel (2+ years)

Lotus notes (26 years)

Word (4+ years)

Windows 95 (25+ years)

Credit card (10+ years)

Payments (10+ years)

Subscription Services

(25+ years)

Safe driving (6+ years)

Communication 26+ years)

Time-management 26+ years)

Scanning (26 years)

CAR System Database(10+years)

Web services (26 years)

Cashier (3 years)

Purchase orders (10+ years)

Customer support (26+ years)

Data entry operator (26+ years)

Customer care (26 years)

Registration & Activation (26 years)

EXPERIENCE

UBER DRIVER PARTNER

06/15-Present

Pick up passengers, transporting clients between destinations, while keeping vehicle up to date, meeting company standards and guidelines. Safe driving, communication, time-management, and customer service are skills I have acquired under this title. I provide this service in Washington DC, Maryland and Virginia.

HOUSING OPPORTUNITY COMMISION

ADMINISTRATIVE ASSISTANCE III

11/21-5/22

Rent Supplement Program and the Resident Services Division. Duties include but not limited to organize applicant records, scan documents into electronic system filing system, monthly mailings, update program EXCEL spreadsheets, third party income verifications, review applicant records, analyze for completeness, prepare pending items, letters, follow up with applicants regarding eligibility.

CODICE

SHORT TERM CONTRACT CUSTOMER SERVICE REPRESENTATIVE -CSR TIER 3

9/16/2020-3/15/2021

Assist customers regarding applications, program inquiries, and account resolutions in a call center environment. After just 2 months I was promoted to work as a tier 3 representative. In this position, I was an Unemployment Insurance call center representative. I played a pivotal role as I received, investigated, and resolved customer inquiries originating from phone calls accurately, courteously and in a timely manner.

Systems used: DOCS, WEBS, and SALESFORCE

CODICE

SHORT TERM CONTRACT CUSTOMER SERVICE REPRESENTATIVE -CSR TIER 2

7/6/2020-9/15/2020

Assist customers regarding applications, program inquiries, and account resolutions in a call center environment. I provided customer service assistance to youth and young adults enrolling and receiving services through the Mayor Marion S. Barry Summer Youth Employment Program (MBSYEP). In addition, I also supported individuals who are enrolling in and applying for Paid Family Leave (PFL)

BLOOMBERG BNA

CUSTOMER ACCOUNT SPECIALIST

06/1989-09/2019

I have 4 years collating experience and 26 years of data entry experience with BNA. Throughout my tenor, I researched and processed each request from the field/sales representatives, customer request and customer call center. I handled everything from address changes, upgrades, conversions, downgrades, cancellations, reinstatements, as well as new orders and one-time sales. I analyzed and researched each order to process it accordingly. I also registered and activated web consumers, surpassing weekly and daily quotas.

This position requires strong organizational, writing and communication skills. I was recognized for my commitment and exceptionally high performance. Analytical problem solving, invoicing, and data entry were key skills acquired with this company. Lotus notes, 10 key adding machine, CAR system, Windows, and customer service.

MARRIOT CORP

CUSTOMER SERVICE/ CASHIER

03/1985-03/1988

Welcomed and acknowledge all guests according to company standards, anticipate and address guests’ service needs, and thank guests with genuine appreciation. Processed all payment methods in accordance with Accounting procedures and policies.

EDUCATION

DIPLOMA

Wheaton High School

REFERENCES

OP Mgr BBNA/Jackie Teague 703-341-8663

Supv BBNA/Douglas Hansen 703-341-8665

Supv DOES/Amil Abdallah 202-826-2533

Supv Codice/Ashanthi Kiridena 202-779-5440