**[Service Representative Support](https://www.postjobfree.com/resume/adtunr/service-representative-upper-marlboro-md)**

**Location:**Upper Marlboro, MD

**Posted:**December 04, 2022

**Contact Info:**

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301-437-3363

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Job Description (optional) 



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**Resume:**

Oct 2022 Oct 2022

Washington, DC

Jul 2022 Jul 2022

Washington, D.C.

Apr 2022 May 2022

Rockville, MD

Jamal Graves

Professional Summary

I am a organized, hardworking, individual and college student currently enrolled and seeking new opportunities and a position that will allow me to use my creative skills, communication skills, ideas, and past experiences, to support my employer and management team in achieving goals for a successful company.

Skills

Microsoft Word Microsoft office

Microsoft Excel Salesforce

Labor Action Network (LAN) Avaya Phone System

CRM Yardi voyager

Remote/Work from Home Adobe Photoshop

Adobe Lightroom Video Production

Cleaning and Organizing Public Speaking

Greeting people Assisting around the office

Working with others

Experience

(Remote/ Work From Home) Customer Service Representative Williams Sonoma

Answered inbound calls to greet and assist customers with various needs and questions. Built strong knowledge of product line to assist customers in selecting products. Call Center/ Customer Service Representative / Data Entry (Remote/Work From Home

(Robert Half)

Working America

Verification Support Training.

Placed and answered phone calls.

Listened actively to complaints, feedback and feature requests for future improvement. Entered and updated customer data to create and modify account information. Obtained necessary personal information and verified eligibility in real time. Customer Service Representative

Vector Marketing

Sales/ Marketing Training.

Collaborated with other Team Members.

Set Up zoom meeting for Vector's Zoom presentations. 3404 Little Hill LN, District Heights, Maryland 20747 JamalsProductions@gmail.com

301-437-3363

Jan 2022 Jun 2022

Herndon, Virginia

Nov 2021 Dec 2021

District Heights, MD

Jun 2021 Sep 2021

District Heights, MD

Sep 2018 May 2020

Suitland, MD

Jun 2019 Aug 2019

Client Support Representative (Verifications Team) (Remote/Work From Home) National Student ClearingHouse (NSC) (ROCS Grad Staffing) Answered emails, and secured message inquiries to service clients and help get them their verification.

De-escalated customer complaints using specialized communication techniques. Responded to questions and followed up on customer interactions. Opened and closed accounts and processed applications. Utilized Salesforce tools to record, track, and maintain client records. Had meetings on Webex.

Photographer

Magic Glamour Photography

I was the Photographer and Photo Editor for Christmas pictures at Forestville Mall with Magic Glamour Photography.

I took pictures of Children and their parents with Santa Claus for Holiday at The Mall. I also reviewed and edited photos in Darkroom Software and printed them out. I also worked front desk on down time promoting Customers to take Christmas Pictures with Santa.

Retouched photos to correct common issues, including lighting and Picture Size. Downloaded images from digital camera and memory cards and uploaded them to computer to be edited and printed out.

Office Assistant

Gates Hudson - The Avanti Apartments (ROCS Grad Staffing) Answered telephone calls, took messages, and distributed messages to appropriate personnel.

Operated office equipment, such as personal computers, photocopiers, scanners, voicemail systems, and facsimile machines.

Kept office documents well-organized and quickly retrieved files for team members. Greeted visitors and escorted them to their destinations. Opened up the model apartment in the mornings and closed it during closing time. Gave tours to clients around the model apartment.

trained new co-workers.

kept the office cleaned and organized.

helped clients with apartment applications.

Professional Development Program

Urban Alliance

Professional Development Job Training

Career Workshops

Mock Interviews

Team Collaboration

Public Speaking

Administrative Assistant

Hyattsville, MD

Jul 2019 Jul 2019

Capitol Heights, MD

Feb 2019 Feb 2019

District Heights, MD

May 2023

Largo, MD

May 2020

Suitland, Maryland

Magic Glamour Photography

Greeted photography visitors/clients.

Worked on photography set getting clients ready for their photoshoot. Assisted with taking passport pictures.

Assisted with setting up photography equipment.

Assisted with editing pictures on Adobe Photoshop. Maintained a clean and organized working environment. Filed and retrieved documents, making a more efficient filing system for Magic Glamour Photography.

Updated spreadsheets using Microsoft Excel.

Professional Development Training

The Training Source INC.

Professional Development and Job Training

Learned how to be an Indispensable Employee

Workplace Communications

Quality customer Service

Conflict and Change Management

Volunteer

New Birth Christian Church

Volunteered as kitchen assistant focusing on food preparation and serving, And made over 100 sandwiches and other foods/snacks, And handed them out to the homeless allover downtown DC.

Education

Associate of Arts: Theatre Performance Concentration General Studies AA Prince George's Community College

Currently studying at Prince George's Community College. High School Diploma

Suitland High School

GPA: 3.0