**Kiana Johnson**

1405 Dauphin Island Parkway

Mobile, AL 36605

(251) 455-9628

kianaajohnson15@gmail.com

**OBJECTIVE**

Dedicated Customer Service Representative who maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase customer loyalty.

**EDUCATION**

**Remington College-Mobile, AL** 04/2014

Medical Assistance

President's List

Perfect Attendance

**Murphy High School-Mobile, AL** 05/2012

General Education

**SKILLS**

* Self-oriented
* Dedicated to process improvement
* Negotiation competency
* Team Leadership
* Strong problem-solving ability

**EXPERIENCE**

**TeleTech Holdings-Mobile, AL** 03/2016-04/2017

**Quicken Support**

* Answered incoming calls regarding existing accounts.
* Consulted with customers to evaluate their needs and determined the best options.
* Provided accurate and appropriate information in response to customer requests.
* Upgraded service and offered additional service packages that was available.

**Alorica Incorporation-Mobile, AL**  05/2012-02/2016

**Retail Support**

* Built customer loyalty by placing follow-up calls for customers who reported product issues.
* Kept records of customer interactions, processed customer account and filed documents.
* Formulated and enforced Service Center policies, procedures and quality assurance measures.
* Promptly responded to general inquires from customers via phone, email, and or chat.