**[Customer Service Call Center](https://www.postjobfree.com/resume/adzvri/customer-service-call-center-norfolk-va)**

**Location:**Norfolk, VA

**Posted:**September 22, 2023

**Contact Info:**

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**Resume:**

Fantasia Towner

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Customer Care Representative

Wipro - Suffolk, VA

March 2022 to June 2022

•Handled inbound calls for Geek Squad

• De-escalated customer complaints

• Scheduled customers for installs and repairs

• Updated client demographics

• Processed refunds and purchases

Skills:

• Proficient in Microsoft Word, Outlook, Excel, etc.

• Telecommunication skills

• Process Improvement

• Time Management

Personal Care Aide (PCA)

Silver Care - Chesapeake, VA

August 2021 to December 2021

Cleaning:light cleaning, bathrooms, kitchen, trash, dusting, washing dishes, moping & clean bedrooms. Cooking: Breakfast/Lunch

Receive packages

Bathing/Wash, get dressed

Warehouse Worker

FedEx - Ellenwood, GA

October 2019 to June 2021

Packing. Loading and unloading on docks. Wrapping, Stacking and customer service. Production Worker

Calavo Growers Inc - Conley, GA

December 2020 to April 2021

Perform one or more functions on the assembly lines including but not limited to; washing, peeling, cutting, weighing, measuring and pouring ingredients in container, placing lids, labeling, boxing, unboxing, stacking, wrapping or other function to accomplish tasks. Receive washed product an take to department lines for processing.

Call Center Representative

MAP Communications - Chesapeake, VA

January 2016 to November 2018

• Handled inbound calls for Geek Squad

• De-escalated customer complaints

• Scheduled customers for installs and repairs

• Updated client demographics

• Processed refunds and purchases

Education

Bachelor's degree in Business Management

Strayer University-Global Region

October 2019 to January 2020

High school or equivalent in English, Math, Biology, Geometry Western Branch High School - Chesapeake, VA

September 2014 to June 2016

Skills

• Microsoft Typing (3 years)

• Microsoft Office/Hardware (2 years)

• Call Center (1 year)

• Customer Care (2 years)

• Customer Support (3 years)

• Data Entry (2 years)

• Logistics (2 years)

• Account Management (1 year)

• Administrative Experience (3 years)

• Microsoft Powerpoint (3 years)

• Microsoft Word (3 years)

• Telecommunication

• Supervising experience

• Microsoft Excel

• English

• Sales

• Retail sales

• Analysis skills

• Forklift

• E-commerce

• Live chat

• Reach truck

• Data collection

• Warehouse management system

• Heavy lifting

• Inventory Control

• Customer Service (6 years)

• Shipping & Receiving

• Food Safety

• Order Picking

• Order Picker

• Health Care (1 year)

• Technical support

Certifications and Licenses

Food Safety

December 2017 to Present

ServSafe

December 2017 to Present

Drivers-Ed

February 2016 to Present

Forklift Certification

November 2019 to June 2020