

Lurlene Yvonne Pegram

202-710-3997

lurlenepegam@yahoo.com

Customer Service:

Highly experienced Customer Service Representative; Able to handle a high volume of calls in a fast paced environment with minimum supervision; Excellent listening skills, a team player who enjoys learning and completing task in a timely manner; A quick learner who is detail oriented and works well under pressure; A multi-tasker who is responsible, reliable with excellent time management skills.

Areas of Expertise:

Customer Service
Service Orientation
Critical Thinking

Team Player
Active Listening
Social Perceptiveness

Deadline Driven
Effective Speaking
Persuasion

Employment Experience:

Downtown Cluster's Geriatric/ Day Care Center,
January 2018- Present

Washington, DC,

Therapeutic Aid /Front Desk Assistant

- Assisted the participants with wheelchairs and walkers.
- Helped load participants on and off the bus.
- Monitored and assists participants with doing daily activities
- Assisted the participants with going to the restroom
- Assisted at the front desk as an attendant
 - Helped guests to sign in and out
 - Answered phones and transferred calls
 - Distributed mail for employees

Career Technical School, Washington, DC, June 2014 – July 2014

Flyer Distributor

- Distributed flyers that detailed products and services.
- Greeted persons requesting information.
- Answered inquiries about the product.

Pegram Daycare Service, Washington, DC, October 2010-Nov.2015

Day Care Provide

- Maintained a safe play environment
- Managed day to day activities
- Monitored child's progress
- Assisted in daily educational activities

National Housing Corp, Washington, DC, June 2009- September 2009

Customer Service Representative

- Answered phones and scheduled appointments

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- Maintained accurate and orderly records
- Created book-bindings
- Filed employment records

Soaring Technologies, Fort Washington, MD, October 2005-October 2008

Administrative Assistant

Provided administrative and clerical services

- Answered and screened incoming calls and directed them to the appropriate personnel
- Managed and sorted incoming and outgoing mail
- Maintained, coordinated and scheduled appointments and events
- Responsible for maintaining spreadsheets, inventory and ordering supplies

Parker and Whitfield Inc./NCS Pearson, Arlington, VA, July 2003-September 2005

Customer Service Representative

- Responded to telephone inquiries Form Mortgagor and HUD ownership centers
- Researched information and performed data entry on HUD databases
- Assisted in answering phones
- Assisted supervisor with disgruntled callers
- Completed telephone summary reports and mailed refund claim forms to mailing addresses

Professional Training:

Bread for the City

- **Pre-Employment Program, Certificate of Completion, October 2014**

Project Empowerment

- **Pre-Employment Program, Certificate of Completion, April 2012**

National Housing Learning Center

- **Certificate of Completion, September 2011**
 - Trained in using Office PC, Word, Excel, PowerPoint, and Outlook

Technical Learning Center

- **Certificate of Completion, September 1990**
 - Trained in computer information

References Available Upon Request