

LaKeisha Reid

401 Wolf Run Dr. ♦ Jacksonville, NC 28546 ♦ (256) 675 - 6697 ♦ lrreid4@gmail.com

Skills Summary

- ♦ General Office Skills
- ♦ Computer Literate
- ♦ Virtual Assistant
- ♦ Customer Service
- ♦ Call Center Representative
- ♦ Waitress/Cashier
- ♦ Hostess

Professional Experience

VIRTUAL ASSISTANT/CUSTOMER SERVICE/CASHIER/WAITRESS

- ♦ Answer emails, follow up/check-in's with clients, team dispatch, content/presentation creation, outbound phone calls, data/asset management, system automations, and social media posts/management
- ♦ Responsible for Meet, Greet and Seat customers, participating in taking orders and serving customers
- ♦ Managed, stocked, and organized wait stations, while assisting with cash register and telephone systems
- ♦ Clean up of dining areas, bathrooms, kitchen and overall restaurant appearance

CALL CENTER REPRESENTATIVE/CUSTOMER SERVICE

- ♦ Responsible for answering telephones in major call center, taking orders, and tracking shipments
- ♦ Handled charges to customers invoices, customer complaints and accounts via computer network system
- ♦ Reliabe for opening and closing assigned call center, operated alarm system

Employment History

EXECUTIVE VIRTUAL ASSISTANT

Dr. Pamela Middleton Holisitc Pediatriction & Family Wellness November '19 -Current

Maleeka Holloway The OMG LLC. December '18 – Jan '20

MIKASA BEAUTY.COM Brand Ambassador -April '18 – Nov '18

ROVER.COM Pet Care Povider – March '12 – Current

APPLEBEE'S – NORTH CAROLINA

Hostess/Waitress/Cashier – Nov. '07 – Aug. '08

CONVERGYS USPS – NORTH CAROLINA

Call Center Representative – June '07 – Sept. '07

MCCS PHONE CENTER – NORTH CAROLINA

Customer Service Representative – May '06 – Sept. '06

Education

**FULL SAIL UNIVERSITY – Master's of Science
Innovation and Entrepreneurship Major, July 31st '17 – Aug 3rd '18**

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FULL SAIL UNIVERSITY – **Bachelor's of Science**
Entertainment Business Major, July 7th '14 – June 2nd '17

COASTAL CAROLINA COMMUNITY COLLEGE
Adult High School Diploma, Feb. '05 - June '07