**[Customer Service Office Manager](https://www.postjobfree.com/resume/ad0vbx/customer-service-office-petersburg-va)**

**Location:**Petersburg, VA

**Posted:**November 05, 2023

**Contact Info:**

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Job Description (optional) 



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**Resume:**

Objective

To obtain a challenging position that will enable me to

utilize my strong organizational skills, leadership ability, display great customer service skills and the ability to work well with people.

Experience

CUSTOMER SERVICE LEAD, FOOD LION, PETERSBURG, VA 2022 Responsible for assisting customers with fast and friendly service. Responsible for all cashier and customer service transactions including but not limit to store returns,western union, lottery, and handling the safe and all cashier money. OFFICE MANAGER/ TRANSACTION COORDINATOR; RICHMOND, VA 2021-2022 oversees all administrative functions in a realty office. Responsible for supervising office staff, handling daily operations, producing and updating MLS listings to track real estate sales, supporting the marketing team, organizing filing systems, and assisting with contracts.

CUSTOMER SERVICE GENERALIST, DMV; RICHMOND, VA 2018-2021 Answer customer questions and general client concerns,Responsible for maintaining a high level of professionalism with clients and working to establish a positive rapport with every customer,Update customer information in the customer service database during and after each personal contact,Work with the management team to stay updated on product knowledge and be informed of any changes in company policies, Impact the company’s bottom line by problem solving and turning frustrated clients into repeat customers CNA, VISITING ANGELS; RICHMOND, VA 2015-2020

Providing Companionship and Care for Elderly Adults,Assist clients with ADL's and medicine reminder,Assist clients with errands and Doctor appointments PERSONAL CARE ADVOCATE, CONCENTRIX; RICHMOND, VA 02.2017-08.2017 Inbound call Communication Specialist, Input Customer’s information into the system. Ronica J. Wilson

(804)528.9201 Ronica.j.wilson@gmail.com 2105 Warren St., Petersburg Va 23805 COLLECTION AGENT, 3 STEP COLLECTIONS; RICHMOND, VA 2016-2017 Set up repayment plans and new terms of sale,Collect payments on past due bills,Inform clients of overdue accounts and amount currently owed,Attempt to collect payment. DIRECT CARE STAFF, GREATER UNITY ADULT SERVICES; RICHMOND, VA 2014-2015 Assist Consumers with self-care as needed, Implement Individualized Service Plans, Analyze and document daily service plans and goals, Conduct Emergency Medical assistance (CPR, and First Aide),Attend consumer meetings Education

Virginia State University, Petersburg, Virginia — 08/2005 - 10/2007 Hermitage High School, Richmond, Virginia — Advanced Diploma, 2004 Skills

Communication skills, Windows/Microsoft/Excel Proficient, Customer Service skills, Data Entry.

References

Are available upon request