**[Customer Service Support](https://www.postjobfree.com/resume/ad2j22/customer-service-support-baltimore-md)**

**Location:**Baltimore, MD

**Posted:**January 08, 2024

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**Resume:**

Rashard Shaw

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Baltimore MD 21216 Rashardshaw24@gmail.com

Highlights of Qualifications

A resourceful and goal oriented team player with over 5 years of experience in general customer support and satisfaction. Strong organizational and communication skills a proven record of facilitating support services in fast-paced professional environments.

Skills

Typing Speed: 30 w.p.m.

Knowledge of Microsoft Word, PowerPoint, and Excel

Strong oral communication skills

Strong analytical and organization skills

Professional Experience

06/22-Current Janitor

Controlled Contaminator Services-GMP

●Perform cleaning operations under strict guidelines. Continually monitor the cleanroom cleaning procedures to ensuring all cleanings are completed promptly and correctly.

●Responsible for participating in continuous training: GMP training, technical skills, safety, performance improvement.

●Normal responsibilities include detail document control (using Good Manufacturing Practices).

●Normal duties include but are not limited to micro-cleaning all surfaces within the controlled environment including ceilings, walls, equipment and floors.

●The ability to follow customer standard operating procedures in precise detail including documentation.

●Identify deviations in cleaning and follow through on corrective and preventative actions (variances).

●Review change to GMP documentation and re-train.

●Assist in the cross training of other Controlled Contamination Services personnel.

●Report all damage to customer property, suspicious activities and unsafe conditions within work area to supervisor.

09/16-03/22 Environmental Care Services

Johns Hopkins Hospital: Bloomberg Children`s center/Weinberg OR

Provide 5- Star Customer Service for patients, families, visitors, and staff as a central point of contact and communication.

●Serving as “Directors of First Impression” on unit by creating positive, first and lasting impressions.

●I helps to ensure patient safety and customer satisfaction by providing timely and thorough cleaning services to keep Hospital in orderly, sanitary and attractive condition.

●Provides thorough and efficient cleaning services to a wide variety of areas including but not limited to: inpatient areas, clinical exam rooms, operating rooms, pharmacies, MRI rooms, offices, conference rooms, restrooms, utility rooms, and corridors.

●Keeps equipment and supplies in a safe and clean condition. Cleans assigned areas using specified products while following established procedures.

●Uses interpersonal skills effectively to communicate to customers, co-workers and supervisors, as appropriate.

●Maintains professional conduct at all times.

01/15-08/16 Environmental Service

Baltimore Community High school

Provide 5- Star Customer Service for patients, families, visitors, and staff as a point of contact and communication.

Help improve and/ or sustain Patients Satisfaction of comfort on unit.

Serving as “Directors of First Impression” on unit by creating positive, efficient, clean first and lasting impressions.

Assist with initial problem resolutions related to patients` and families` environmental concerns in collaboration with the Clinical Customer Service coordinator (CCSC) and nursing staff.

01/11-08/2015 Research Assistant

Nielsen – Columbia, Maryland

Supports business and client relationships by accurately reporting consumer satisfaction trends.

Identify opportunities, design and propose appropriate research ideas.

Prepare accurate consultative top line reports.

Field consumer surveys and report company marketing trends

09/09-01/12 Customer Service Representative

Stop Shop & Save – Baltimore MD

Utilized and adhered to merchandise presentation standards in regards to the 5 Basics: replenishment, signing, sizing, clearance and clean store.

Assisted in utilizing monthly updates, communication books, etc. in accordance with company merchandise presentation standards.

Assisted with department fitting room recovery and sales floor returns in accordance with merchandising standards.

Demonstrated initiative to work independently to meet presentation and recovery expectations.

Maintained fitting rooms, sales floor, and work areas according to company best practices.

Followed company merchandise presentation directives and standards while merchandising incoming truck freight and replenishing the sales floor.