

Tammie Williams
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CAREER OBJECTIVE

To secure a challenging **Customer Service** position in a reputable organization to expand my learnings, knowledge, and skills. I would also hope to utilize my current training and experiences in making significant contributions to the success of the company.

SKILLS

Hard Worker
Dedicated

Ambitious
Excellent Communicator

Professional
Superior Time Management
Skills

Driven

Microsoft Office

Strong Multitasking Abilities

EXPERIENCE

Fleet Auditor

Enterprise Rent-A-Car, St. Louis, MO

2006 -2020

An American car rental company headquartered in St. Louis, MO with revenues over \$25 billion and 9,000 locations

- Listened intently to customers' questions and concerns, gather relevant facts and provide answers or responses
- Provided information about various products and services that may be available to our customers
- Captured orders, calculate charges, and process billing or payments in a timely manner
- Reviewed customer accounts and make changes, if necessary
- Handled returns or complaints with the highest level of courtesy and respect
- Recorded details of customer contacts and actions taken
- Referred customers to supervisors or more experienced employees if or when customer issues need to be escalated

EDUCATION

Criminal Justice – Undergraduate Studies

Kaplan University, St. Louis, MO

2011 - 2013

Criminal Justice – Undergraduate Studies

Everest College, Phoenix, AZ

2009 - 2011

Certificate in Medical Billing and Coding

Sanford Brown, St. Louis, MO

2003 - 2005