

Ronisha M. Williams

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Objective

To use my accurate, efficient, and highly productive skills to provide services to an organization as a dedicated, early-career team member.

Skills Inventory

- Time Management skills
- Accuracy, dependability, consistency in carrying out responsibilities
- Organizational skills with acute attention to detail
- Verbal and written communication and interpersonal skills
- Presentation content skills

Education

Norfolk State University, Norfolk, VA

Field of Study - Bachelors in Health Service Management

Graduation date: Spring 2020

GPA: 2.78

Work Experience

02/2020 -

Student Internship

Sentara CarePlex

- The process of making schedules and approving time off
- Managing a Team of managers
- Negotiation
- Managing productivity of the hospital
- Leading a new program at the hospital for violence in the community
- Ideas and plans for the program
- Budget details for two different facilities

06/2018 - Current

Inventory Control Team

Walmart

- Managed \$153K daily of inventory going in to over 20 departments
- Provide proper record of movement of merchandise
- Greet and answer customer questions

02/2015 - 10/2016

Inbound Customer Service/Sales Agent Supervisor

ibex Global (AT&T)

- Leading in sales and customer satisfaction surveys being in the top 10 of the company
- Making the company
- Customer resolution scores in the top 20% of the company
- Taking at least 200 inbound calls a day
- Ensure customer satisfaction through effective call resolution

06/2013 - 4/2015

Housekeeping Utility Techs

Embassy Suites

Hampton, VA

- Accurately followed a detailed worksheet for each cabin cleaning.
- Completed inventory of cabin contents on required form.
- Provided reports on any missing items to the manager.
- Focused on successfully assisting the needs of customers.

01/2013 - 05/2013

Office Assistant ~ College Work Study

Norfolk State University Residence/Housing

Norfolk, VA

- Accessed email, electronic calendar, office equipment, and other basic office support software.
- Maintained records through filing, retrieval, retention, storage, compilation, coding, updating, and destruction.

Additional Skills

- Proficient in Microsoft Office Applications
- Multi line Telephones Systems; and general office equipment.
- Initiative & Problem Solving
- Dependability
- Communication