PAULA TETTEH

Duluth, GA 30097

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EDUCATION

Expected in 05/2026	**Bachelor of Science**: **Computer Science** **Georgia State University** - Atlanta, GA
05/2021	**High School Diploma** **Dacula High School** - Dacula, GA

PROFESSIONAL SUMMARY

Motivated professional offering proficiency in data entry combined with strong mathematical and analytical thinking skills. Personable team player with exceptional customer service abilities. Fast learner and committed to continuous, self-directed learning.

SKILLS

- Report Creation
- Sales Expertise
- Credit Card Payment Processing
- Account Management
- Microsoft PowerPoint
- Administrative
- Multi-Line Telephone Operation
- Customer Service
- Problem-Solving Ability
- Word Processing
- Scheduling Databases
- Compiling Statistics
- Collecting Information

WORK HISTORY

09/2022 to Current

Data Entry Clerk
BC Forward – Atlanta, GA

- Compiled data and reviewed information for accuracy prior to input.
- Managed documents by organizing forms, making photocopies, filing records, preparing correspondence and creating reports.
- Added documents to file records and created new records to support filing needs.
- Verified accuracy of data before transcribing.
- Completed data entry tasks with accuracy and efficiency.
- Scanned documents and saved in database to keep records of essential organizational information.

05/2021 to 10/2021 **Data Entry Operator**

First Pro – Atlanta

- Drafted reports for upper management as directed.
- Scrubbed data for errors and made corrections to maintain clean records.
- Compiled monthly budget reports, financial spreadsheets and organizational charts to support business operations and improve office organization.
- Sent completed entries to [Job title]s for evaluation and final approval.
- Compiled data and reviewed information for accuracy prior to input.
- Maintained ongoing communication with relevant departments to confirm accurate data delivery.
- Added documents to file records and created new records to support filing needs.

03/2022 to 08/2022 **Technical Support Representative**

Sutherland Global – Atlanta, NE

- Verified accuracy of data before transcribing.
- Reviewed and updated client correspondence files and database information to maintain accurate records.
- Verified data files prior to entry to maintain high data accuracy.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.
- Translated complex technical issues into digestible language for non-technical users.
- Assisted customers with product selection based on stated needs, proposed use and budget.
- Used ticketing systems to manage and process support actions and requests.

01/2021 to 05/2021 **Customer Service Representative**

Beacon Hill Staffing – Atlanta, GA

- Promoted superior experience by addressing customer concerns, demonstrating empathy, and resolving problems swiftly.
- Reduced process inconsistencies and effectively trained team members on best practices and protocols.
- Updated account information to maintain customer records.
- Developed favorable customer service relationships and built new, robust customer bases.
- Identified customers from previously untapped market sectors with innovative call strategy.
- Asked relevant questions to assist customers with selecting needed or requested products and services.
- Established professional relationships with clients and call center team members to

boost trust, rapport and reliability.

11/2020 to 01/2021   **Customer Service Representative**
VDart – Atlanta, GA
- Followed up with customers about resolved issues to maintain high standards of customer service.
- Calculated correct order totals, updated accounts, and maintained detailed records for inventory management.
- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions.
- Responded to customer requests, offering excellent support and tailored recommendations to address needs.
- Delivered prompt service to prioritize customer needs.