

Joia Rice

Customer Service

PERSONAL INFORMATION

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SKILLS:

- Customer Service
- Customer Relation
- Salesforce
- Client Development
- Creative Problem Solver
- Relationship Building
- Succession Planning
- Customer service
- Organizational Skills
- Record keeping
- Professionalism
- Honesty
- Integrity
- Adaptability
- Communication Skills
- Problem Solving
- Organizational Skill
- Teamwork & Supervision
- Adaptable/Flexible
- Team Building
- Time Management

CORE QUALIFICATIONS:

- Understand the scope of the work and discuss all requests for additional work.
- Demonstrates excellent observation, critical thinking, and verbal and written communication skills.
- Efficient in developing solid, trusting relationships with peers and community members to achieve objectives.
- Ability to work in a fast-paced environment, handle multiple priorities and learn new procedures.
- Proficient in utilizing superior organizational, interpersonal, and presentation skills to propel programs and teams to peak results.
- Adept at multi-tasking, problem solving, organization and time management.
- Ability to communicate effectively with management.

EDUCATION:

Collins Hill High School
Suwanee, GA (05/2019)
Major: Diploma

REFERENCES:

Available on request.

SUMMARY:

Accomplished, highly resourceful and dedicated in **Customer Service** with over 15 years of diversified experience in building positive relationships between customers and businesses, improve customer satisfaction, and increase customer loyalty. Proven track record in greeting and checking in patients, answering phone calls and emails, coordinating patient care, resolving patient complaints, maintaining patient records, processing billing and insurance claims, and ensuring compliance with HIPAA guidelines and other regulatory requirements. Detail-oriented individual with highly professional attitude, strong leadership, relationship-building skills and ability to perform well in a team. Looking for an opportunity in a dynamic organization where my skills will be fully utilized.

WORK EXPERIENCE:

Customer Service Representative | 01/2023 - Current

SiteL. Wfh

[Responsibilities include but are not limited to:](#)

- Responsible to customer inquiries via phone, email, or chat.
- Handling customer complaints and resolving issues in a timely and professional manner.
- Providing product and service information to customers.
- Updating customer accounts and maintaining accurate records.
- Troubleshooting technical issues and providing technical support to customers.
- Collaborating with other departments to resolve customer issues.
- Maintaining a positive, professional attitude while representing the company.
- Continuously learning about products and services to provide better support to customers.

Assistant Manager | 01/2021 - 12/2022

Domino's Pizza. Suwanee, GA

[Responsibilities include but are not limited to:](#)

- Assisting in managing employees, including hiring, training, scheduling, and evaluating performance.
- Assisting in developing and implementing policies and procedures to improve efficiency and productivity.
- Coordinating with other departments to ensure smooth and efficient operations.
- Assisting in monitoring inventory levels, ordering supplies, and maintaining equipment.
- Handling customer complaints and resolving issues in a professional manner.
- Assisting in preparing financial reports, budgets, and forecasts.
- Ensuring compliance with company policies, regulations, and laws.
- Maintaining a positive and professional work environment.
- Supporting the Manager in any other duties as required.

Associate | 12/2021 - 08/2022

Amazon. Jefferson Georgia

[Responsibilities include but are not limited to:](#)

- Worked safely around moving machinery.
- Conducting research and analysis to support projects or initiatives.
- Providing administrative support, such as scheduling appointments, booking travel, and organizing meetings.
- Assisting with the preparation of reports, presentations, and other documents.
- Participating in meetings and conference calls, and taking minutes.

Associate | 03/2017 - 11/2020

Honeybaked Ham Store. Buford, GA

[Responsibilities include but are not limited to:](#)

- Communicating with clients, customers, or vendors.
- Helping to develop and implement new processes and procedures.
- Collaborating with team members to complete projects on time and within budget.
- Managed efficient cash register operations.
Built customer loyalty and retention by delivering excellent shopping experiences.
- Utilized customer feedback to improve product offerings.
- Learning new skills and taking on additional responsibilities as needed.
- Maintaining accurate records and databases.
- Ensuring compliance with company policies and regulations.

ADDITIONAL INFORMATION

- I was in JROTC for 4 year I catch on really quickly and I am dedicated to
- Serving others.