

JAHNEE HAYNES

Customer Care Representative

Richmond hill , GA | Phone:561-268-6603 | jahneehaynes9@gmail.

PROFILE

Driven and Motivated individual with 3+ years of strong Customer Service Experience. Ready to pursue meaningful & skills at an upstanding company.

SKILLS

- Communication
- Highly Organized
- Collaborative
- Project Management
- Complex Problem Solving
- Verbal & Written Communication

PROFESSIONAL EXPERIENCE

Instacart

Customer Service Representative

2021 - Present

- Provide exceptional quality customer service, with consistently high customer ratings and positive feedback.
- Regularly and responsibly handle customer service complaints and resolve them with complete customer satisfaction.
- Utilized Zendesk system software to communicate and provide technical support to customers.
- Coordinate delivery of large orders with various destinations and locations, and plan efficient delivery routes.

Dollar Tree Distribution Center

Customer Service Representative

2019 - 2021

- Transported,organized, labeled, and processed over 5,000 items of inventory daily accommodating constantly changing shipment schedules
- Document and report on all damaged products using appropriate paperwork and procedures
- Perform daily quality checks of inventory, ensuring damaged items were reported and removed for inspection
- Monitored 300+incoming and outgoing pallets, performing quality control

Food Lion

Customer Service Representative

2018 - 2019

- Warmly welcomed 100+ customers per shift into the store, offered advice on products and assisted with finding merchandise & delivered
- Regularly ensured all shelves and displays were properly coordinated , stocked in a neat fashion for better inventory control and customer
- Operated the cash register and POS software ensuring the transaction total matches the recorded total receipts to ensure accuracy of
- Promoted the benefits of our loyalty program that generated an average of 30+ sign ups per month