

# TAMERA EALEY

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## Work Experience

### **Macy's (Bowie, Md)-Assistant Sales Supervisor (2023-Present)**

- Supervising colleagues in multiple departments
- Assisting with employee scheduling
- Merchandise cleanup
- Efficient solving customer complaint or disputes
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### **FedEx Ground (Marlboro, MD) – Operations Administrator (July 2021 - 2023)**

- *Confirm all packages are assigned to the correct truck*
- *Confirm all addresses for delivery*
- *Provide outstanding customer service via phone and email correspondence*
- *Provide route summaries for all drivers*
- *Utilize Vision-ITQA, in case delivery addresses need to be changed and a package need to be held*

### **Special Eye Care (Clinton, MD) – Administrative Assistant (December 2019 – March 2020)**

- *Greeted patients with a smile and a welcoming attitude while providing excellent service.*
- *Scheduled and confirmed all appointments with patients*
- *Contacted patients via phone, email and texts when their orders were ready for pick-up*
- *Pulled vision insurance for all patients to confirm copay amounts*
- *Utilized Clover to complete all payment transactions*

### **Morgan State University (Baltimore, MD) – Teachers Assistant (August 2018 – May 2019)**

- *Employed Google Suite to schedule student meetings with Psychology Mentors*
- *Maintained and organized all paper for all mentors*
- *Created monthly meetings*
- *Provided assistance to all students in need*

### **Royal Farms (Camp Springs, MD) – Shift Leader (April 2017 – February 2020 - Seasonal)**

- *Cashier duties*
- *Provided customer service*
- *Delegated duties for all associates*
- *Viewed and confirmed all daily transactions*

**Royal Farms** (Camp Springs, MD) – Associate (June 2015 – April 2017 – Seasonal)

- Provided customer service
- Prepared and cooked food
- Took customer orders

## *Education*

BS in Psychology (2019) – Morgan State University, Baltimore, MD

## *Skills*

- Excellent customer service
- Google Suite
- *Vision-ITQA*
- *Data input*
- *Correspondence*
- *Cash handling*
- *Supervisory*
- Excel
- PowerPoint
- Access
- Word
- Photoshop
- Verbal and written communication

## *Certifications:*

**PSO Training:** (Eagle Eye Training Academy) Handcuff & Baton, OC Spray, Firearm Training, First Aid CPR/AED Training

