


**CONTACT**

 (202) 638-9805

 harristave@gmail.com

 Manassas, VA 20110

**PROFESSIONAL SUMMARY**

- Skilled team player with a background in technical support environments. Works well independently to handle assignments and always ready to go beyond basics assignments. Quick learner with good computer abilities.
- Hardworking technical support graduate focused on completing tasks quickly to consistently excel and solve technical issues. Reliable team member accustomed to taking on challenging tasks. Dedicated to business success.

**SKILLS**

- Communication and Interpersonal Skills
- Reliable and Punctual
- Microsoft Windows and Office
- Organizational Skills
- Attention to Detail
- Help Desk Support
- Verbal and Written Communication

**EXPERIENCE****TRANSIT BUS OPERATOR** *Nov 2019- Current**Wmata, Arlington, Virginia*

- Observed traffic laws and consistently followed road rules.
- Conducted daily walk-around inspections and inside examinations for maintenance.
- Offered passengers information about local attractions and amenities relevant to personal interests.
- Helped riders with limited mobility get on and off shuttles to provide exceptional customer service.
- Followed organizational and DOT-issued regulations and policies, reporting surface issues and safety hazards to supervisors for immediate handling.
- Inspected the vehicle before and after trips to identify maintenance issues and arrange for the necessary repairs.
- Avoided critical incidents by monitoring the passengers for signs of disorderly or unsafe behavior.
- Helped board passengers requiring wheelchairs or other mobility aids and properly secured devices.

**CUSTOMER SERVICE REPRESENTATIVE** *Nov 2018- Nov 2019**Acceptance Now, Waldorf, MD*

- Answered inbound calls to greet and assist customers with various needs and questions.
- Resolved customer inquiries, complaints and issues and used problem solving techniques to provide solutions.
- Returned customer calls and responded to inquiries and complaints.
- Researched assistance requested and offered accurate information to resolve issues and respond to inquiries.
- Validated data and resolved problems related to system-generated information.
- Generated reports, correspondence and documentation for internal and customer use.
- Handled escalated callers to reach positive outcomes.
- Routed inquiries or escalated calls outside area of expertise to appropriate department or employee.
- Trained new employees on sales and customer service techniques.
- Shared insights with management regarding member inquiries, concerns and complaints.
- Prepared order sheets and sent out invoices and statements for payments due.
- Documented detailed notes in CRM system to track customer interactions.

**CITY MAIL CARRIER** *Oct 2015- Oct 2018*

- Technical Troubleshooting
- Problem Solving
- LAN and WAN Assessment
- Timeline Management
- Teamwork and Collaboration
- Team Leadership
- Talent Acquisition
- Public Entertainment
- Actor Collaboration
- Critical Thinking
- Time Management
- Rehearsal Review
- Film and Recording Review

*United States Postal Service, Burke, Virginia*

- Loaded delivery vehicle in correct order for smooth deliveries.
- Drove approved vehicles to deliver letters, legal envelopes and large packages.
- Scanned labels to confirm receipt of letters or parcels.
- Sorted mail by its final destination or area hub to help each piece arrive on time.
- Collected mail on the daily route, bringing in parcels from homes, businesses and area mailboxes.
- Organized daily routes to manage the efficient delivery of mail and packages to customer residences and business locations.
- Walked or drove to deliver mail to residences and business establishments along specified routes.
- Helped customers away from their delivery locations by holding mail at the main office.
- Consistently met schedules for the timely collection and return of mail.
- Completed the required paperwork and obtained signatures to process registered, certified and insured mail items.

**OVERNIGHT MERCHANDISING ASSOCIATE** *Aug 2014- Aug 2015*

*Home Depot, Maryland*

- Collected and disposed of cardboard and packing material to minimize hazards.
- Rotated and faced products during restocking to meet merchandising and quality standards.
- Used proper case cutting techniques to cut and sort stock loads without damage.
- Interpreted planograms, written instructions and SOPs related to proper stocking and merchandising.
- Organized stock rooms, shelves and staging areas.
- Received stock requirements through assigned RF scanner and entered completed tasks.
- Sorted stock by aisles, loaded onto carts or pallets and transported to correct location for stocking.
- Documented product movements, packages and order details using hand-held and machine scanners.
- Observed all company safety policies and OSHA guidelines.
- Read orders to ascertain catalog numbers, sizes, colors and quantities of merchandise.
- Kept inventory records accurate by conducting routine counts and complete audits of the available products.
- Operated material handling equipment to move and organize stock.
- Reviewed price tickets with purchase orders to spot and correct errors.
- Palletized boxes of merchandise to make it easier to restock large sections of merchandise.
- Examined and inspected stock items for wear or defects, reporting damage to supervisors.
- Promoted item sales by updating signs and directing customers to target products.
- Packed and unpacked items to be stocked on shelves in stockrooms, warehouses and storage yards.
- Restocked shelves, racks and bins with the latest merchandise in attractive displays.

- Completed accurate work by carefully measuring, weighing and counting materials.

**BEAUTY ADVISER** *Oct 2012- Oct 2014*

*Macy's, Arlington, Virginia*

- Started conversations with browsing customers to initiate contact and uncover sales opportunities for available beauty products and services.
- Restocked items regularly and wiped down counters to maintain clean and professional appearance and entice customers.
- Delivered exceptional service and beauty advice consistently to develop and grow loyal customer base.
- Met or exceeded monthly sales goals through individual and team sales.
- Processed paperwork for new sales, damaged or defective items and general customer returns.
- Prepared and managed in-store events to bring in potential in customers, build interest and increase department sales.
- Studied changing manufacturer and product information to offer customers top-notch support.
- Demonstrated products and advised customers on optimal choices and techniques to close sales and exceed daily targets.
- Maintained revenue by attracting customers with attractive sales displays.
- Completed opening and closing duties, including counting money, balancing cash drawers and making deposits.
- Maintained knowledge of current sales and promotions, return and exchange policies and security practices.
- Calculated sales prices and total purchases, and processed cash or credit transactions.

**FRONT DESK RECEPTIONIST** *Jul 2010- Jul 2012*

*The Aventine of Alexandria, Alexandria, Virginia*

- Welcomed clients and visitors and directed to appropriate departments.
- Coordinated schedules and appointments using Microsoft Outlook and Google Workspace.
- Monitored visitor sign-ins and sign-outs and validated guest and staff member parking.
- Received and distributed mail and documents.
- Scheduled appointments and events.
- Cleaned and organized lobby and reception areas and set up coffee station for visitors.
- Reviewed and updated information in company computer system.
- Supported office workflow by providing skilled clerical assistance.
- Interacted with guests using professional, friendly customer service.
- Wrote and distributed error-free correspondence such as internal memos, email responses and professional letters.

**CERTIFIED PHARMACY TECHNICIAN** *Jun 2008- Jun 2010*

*CVS, Temple Hills, Maryland*

- Completed retail pharmacy sales on assigned cash register.
- Utilized pharmacy systems to enter patient and drug information.
- Helped pharmacy department with inventory processes to provide smooth process flow and customer experiences.
- Made telephone calls to physicians, customers and insurance providers.

- Filled prescriptions by retrieving, counting and dispensing pharmaceuticals.
- Processed medical insurance claim forms and electronic transmissions to obtain payments for orders.
- Collected insurance and other information to distribute prescriptions.
- Checked pharmaceutical stock to determine inventory level and purchase supplies and medication.

## **EDUCATION**

**HIGH SCHOOL DIPLOMA - GENERAL STUDIES** *Jun 2008*

*Washington Lee High School, Arlington, VA*

**CERTIFICATE IN TECHNICAL SUPPORT - INFORMATION TECHNOLOGY**

*Coursera Online*