

Wakina Smith

Customer Service Representative - Dollar Income Tax Service, LLC (678)576-2990

Fayetteville, GA

Attentive Customer Service Representative with [10+] years achieving customer service satisfaction and customer retention goals. Independent and quick thinking team player seeking a role offering increased responsibility.

Retail Sales Associate with more than [8+] years in the retail industry. Areas of expertise include sales, customer relations and inventory management.

Customer service representative who consistently meets and exceeds sales targets. Reliable team player and strong communicator.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Warehouse/Delivery Driver

Atlanta Wire and Cable - Marietta, GA

May 2009 to Present

Assist with deliveries, sort items for shipping, assemble items for packing, demonstrate leadership in the workplace. Stand for hours at a time.

- Maintained a safe working environment
- Carried out transactions with drivers
- Execute orders and packed items for customer deliveries
- Manufacturing products for shipment

Sandwich Artist

Subway - Fairburn, GA

December 2021 to January 2023

Prepare deli meats and portions to assist with sandwich making.

Assure that all orders are prepped fresh daily

Print and Labels all meats and veggies.

Clean, sweep and mop all areas of the restaurant daily.

Cashier/cook also stock items pertaining to orders.

Bake fresh cookies daily or as needed.

Cashier/Customer Service/Cook/Prep

MARTINS RESTAURANT - Austell, GA

July 2019 to July 2020

Assist customers with purchases, cook, prep foods for distribution, clean and sanitize all utensils need. And always peroxide great customer service to our customers.

Education

High school diploma

Fulton High School - Atlanta, GA

May 1992 to June 1996

Skills

- CASH (10+ years)
- RETAIL SALES (6 years)
- CASH HANDLING (10+ years)
- CASH MANAGEMENT (10+ years)
- CLIENT RELATIONS (10+ years)
- CSR (10+ years)
- Customer Care (7 years)
- Customer Service (10+ years)
- Call Center (2 years)
- Customer Support (10+ years)
- Customer Relationship Management (10+ years)
- Computer Literacy (6 years)
- Relationship Management (7 years)
- Sales Support (5 years)
- Hotel experience (7 years)
- English (10+ years)
- Cleaning (6 years)
- Hospitality (10+ years)
- Driving (10+ years)
- Delivery Driver Experience (6 years)
- Merchandising (4 years)
- Sales (4 years)
- Warehouse Experience (7 years)
- Box Truck (3 years)
- Warehouse management
- Shipping & Receiving
- Restaurant experience
- Serving
- Communication skills
- Basic maths

Certifications and Licenses

First Aid Certification

Assessments

Customer Service Skills — Completed

August 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Completed](#)

Work motivation — Expert

December 2020

Level of motivation and discipline applied toward work

Full results: [Expert](#)

Work style: Reliability — Expert

February 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Expert](#)

Customer focus & orientation — Proficient

February 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Sales fit — Highly Proficient

February 2021

Measures the traits that are important for success in sales positions

Full results: [Highly Proficient](#)

Sales skills — Completed

February 2021

Influencing and negotiating with customers

Full results: [Completed](#)

Warehouse associate — Expert

March 2021

Assesses the tendencies that are important for success in warehouse roles

Full results: [Expert](#)

Cooking skills: Basic food preparation — Familiar

January 2021

Preparing food, using cooking equipment, and converting ingredient measurements.

Full results: [Familiar](#)

Cleaner fit — Highly Proficient

January 2021

Measures the traits that are important for successful cleaners

Full results: [Highly Proficient](#)

Delivery driver — Completed

February 2021

Interpreting instructions or signs and solving problems

Full results: [Completed](#)

Verbal communication — Proficient

January 2021

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Construction safety — Familiar

December 2020

Using safe practices while on a construction site

Full results: [Familiar](#)

Retail customer service — Completed

February 2021

Comprehending and responding to retail customer needs

Full results: [Completed](#)

Mechanical knowledge — Proficient

December 2020

Understanding and applying mechanical concepts and processes

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

SKILLS

Strong client relations Strategic sales knowledge
Trusted key holder Credit card processing
MS Windows proficient POS systems expert
Shipping and receiving professional Creative problem solver
Cash flow management International sales support
Quick learner Proficient in cash management
Local/state health laws knowledge Natural leader
Goal-oriented People-oriented
Credit card transactions Consistently meets sales goals

Active Data Online Retail merchandising experience
Retail sales Detail-oriented
Customer-oriented Active listening skills
Computer literate Strong conflict resolution skills
Merchandising Cash handling and management
Employee relations Excellent work ethic
Skilled problem solver Exceptional time management skills
Positive and friendly Types [Number] WPM
Personable POS systems knowledge
Motivated team player