

SHAKENDA CALLAWAY

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Summary

Motivated Customer Care Supervisor focused on service procedures and maximizing team productivity. Consistent in satisfying customers, building loyalty and driving retention processes.

Skills

- Friendly, positive attitude
- Customer service
- Reliable and trustworthy
- Computer skills

Experience

Customer Care Supervisor | Randstad - Ben Harbour, TN | 05/2021 - Current

- Drive customer escalations to resolution by engaging directly with clients.
- Oversee address of customer requests for friendly, knowledgeable service and support.
- Schedule appointments to meet customer needs and resolve key concerns.
- Liaise with customers, addressed inquiries, handled meeting requests and directed billing questions to provide outstanding customer care.
- Utilized active listening skills to quickly resolve problems.
- Pleasantly responds to questions and remedies concerns quickly, resulting in 97% score in overall performance evaluations.
- Promoted warranty sales, loyalty initiatives and private-label credit cards, educating patrons on features and benefits.

Housekeeper | Westin Hotel - Atlanta, GA | 05/2018 - 02/2019

- Vacuumed floors and dusted furniture to maintain organized, professional appearance.
- Interacted pleasantly with clients and guests when performing daily duties.
- Moved beds, sofas and small furniture to wipe down baseboards and remove dust and dirt from hard-to-reach areas.
- Dusted ceiling air conditioning diffusers and ventilation systems to improve airflow.
- Employed deep-cleaning techniques for areas in need of additional sanitation.
- Sanitized kitchen counters, wiped down cabinets and swept and mopped floors.
- Emptied wastebaskets and disposed of soiled linens in guest rooms to reduce spread of germs and enhance freshness.
- Coordinated delivery of extra room furniture, bedding, linen and towels to meet guests needs.
- Laundered sheets and removed stains to restore linens to pristine condition.

Retail Sales Cashier | Areas USA, LLC - Atlanta, GA | 10/2019 - 03/2020

- Maintained clean, orderly and well-stocked register area.
- Engaged customers with friendly smile and knowledgeable support to promote sales and build loyalty.
- Kept store presentable with regular cleaning and organization.
- Processed customer purchases and returns via cash and credit card.
- Built relationships with repeat customers to encourage loyalty.
- Stocked merchandise and completed sales floor recovery tasks to maintain readiness for new customers.
- Counted cash at end of shift and prepared bank deposits.

- Handled merchandise returns and exchanges, verifying eligibility of items and customers by examining pieces and receipts.
- Assisted with purchases, locating items and signing up for rewards programs.
- Promoted warranty sales, loyalty initiatives and private-label credit cards, educating patrons on features and benefits.

Education and Training

Benjamin E. Mays High School | Atlanta, GA | 05/2013

High School Diploma

Atlanta Technical College | Atlanta, GA

Some College (No Degree)