

Sicily Myles

Atlanta, GA

678-670-4636

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Education:

Martha Ellen Stilwell High School of the Arts, Morrow, GA

- Dance Major
- GPA: 3.5

Kennesaw State University, Kennesaw, GA

- Bachelor of Arts
- GPA: 3.5

Career Experience:

Ross Media/Darwill inc. Call Center Representative, Woodstock, GA

- Handle inbound and outbound calls in a professional and courteous manner, assisting customers with their inquiries and providing relevant information.
- Work in the Sales/Marketing Department, specifically catering to the automotive industry
- Set appointments for car dealerships based on customer preferences and availability.
- Meet or exceed monthly targets for call volume, appointment setting, and customer satisfaction.
- September 2021 - Present

Amazon Seasonal Warehouse Associate, Marietta, GA

- Efficiently picked, packed, and stocked customer orders, ensuring accurate and timely order fulfillment.
- Demonstrated attention to detail to ensure customers received the correct orders in a neat and timely manner.

- Adapted to fast-paced environments and effectively managed time to prioritize tasks and meet deadlines
- Assisted with offloading stock deliveries and verifying inventory quantities.
- January 2021 - April 2021

Cracker Barrel – Retail, Kennesaw, GA

- Demonstrated strong product knowledge to provide specific information about items available in the store.
- Utilized cash registers and accurately processed sales transactions.
- Conducted end-of-shift procedures, including inputting sales data into the computer system.
- Greeted customers upon entry in a friendly and proficient manner, creating a welcoming atmosphere.
- June 2019 - February 2020

Sonic Drive-In – Crew Member, Trainer, Jonesboro, GA

- Provided exceptional customer service to drive-thru and patio dining customers, ensuring a positive dining experience.
- Received recognition from the company and awarded \$50 for consistently receiving positive customer service reviews.
- Trained and assisted new employees, ensuring they understood company policies and procedures.
- Demonstrated strong multitasking skills by efficiently handling multiple orders simultaneously.
- Dec. 2018 – March 2019

Leadership Awards:

- Customer Service Award: \$50 from Sonic Drive In for excellent customer service skills
- HOPE Scholarship Recipient

Skills:

- Time Management
- Leadership Abilities
- Ability to work under pressure
- Adaptability
- Proficient in Microsoft Word & Excel
- Excellent customer service skills

- Medical Terminology
- Problem-Solving

References: Available upon request