

Alayna Holbrook Jividen

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Objective:

Dedicated and results-driven professional with a strong background in home health and customer service. Seeking a position where I can utilize my exceptional customer service skills, sales abilities, and experience in banking to contribute to the success of an organization.

Work Experience:

Customer Service Representative, AT&T

5+ years experience

Provided outstanding customer service to AT&T customers, addressing inquiries, resolving issues, and ensuring customer satisfaction.

Achieved recognition as the number one customer service representative within the company.

Received multiple awards for exceptional customer service and demonstrated sales ability.

Utilized excellent negotiation skills to effectively handle customer concerns and upsell relevant products and services.

Home Health Care Provider

3 years experience

Offered compassionate and comprehensive home health care services to clients, ensuring their well-being and comfort.

Assisted with daily activities, including personal hygiene, medication management, and meal preparation.

Maintained accurate records of client progress and communicated effectively with healthcare professionals and family members.

Bank Teller, First National Bank

1 year experience

Provided efficient and accurate banking services, including deposits, withdrawals, and account inquiries.

Processed financial transactions and ensured the security of customer information.

Demonstrated strong knowledge of banking products and services, offering personalized recommendations to customers.

Skills:

Exceptional customer service skills, consistently achieving high customer satisfaction ratings.

Strong sales and negotiation abilities, consistently meeting and exceeding sales targets.

Proficient in handling customer inquiries, resolving issues, and providing effective solutions.

Excellent communication and interpersonal skills, with the ability to build rapport with customers and colleagues.

Detail-oriented and highly organized, ensuring accuracy and efficiency in all tasks.

Knowledgeable in banking operations and procedures.

References:

Available upon request.
