
Khaliah Stanley

Orlando, FLORIDA 32805 | 321-800-1857 | KHALIAHSTANLEY67@GMAIL.COM

Summary

Diplomatic customer service professional experienced in defining and analyzing customer requests to resolve issues. Accurate in documenting customer concerns and dedicated to maintaining deep knowledge of products and promotions. Confident communicator recognized for consistently receiving excellent customer feedback.

Skills

- School Policy and Rules Enforcement
- Supervising Classroom Activities
- Relationship Building
- Collaboration and Teamwork
- Wine Pairings
- Dining Customer Service
- Effective Customer Upselling
- Report Creation
- Credit Card Payment Processing
- Data Entry and Maintenance
- Customer Service
- Upbeat and Positive Personality
- 30 wpm Typing Speed
- Efficient and Detail-Oriented
- Building Customer Trust and Loyalty

Experience

TEACHER'S ASSISTANT | 10/2021 - Current

Treasure Kids Academy - Orlando, FL

- Helped students master assignments and reinforced learning concepts presented by teachers.
- Monitored students in class, hallways and cafeteria to enforce school rules.
- Utilized instructional techniques and hands-on curriculum to retain interest and maximize receptive learning in students.
- Laminated teaching materials to increase durability under repeated use.
- Prepared lesson materials and visual aids to reinforce lesson concepts.
- Contributed to positive, educational setting by delivering gentle discipline and promoting student success.

SERVER | 07/2016 - 10/2021

Olive Garden - Orlando, FL

- Informed customers of daily specials and signature menu items.
- Promoted desserts, appetizers and specialty drinks to optimize sales.
- Operated POS terminals to input orders, split bills and calculate totals.
- Presented menus to patrons to answer questions about offered items and make suitable recommendations.
- Provided exceptional service to high volume of daily customers.

CUSTOMER SERVICE REPRESENTATIVE/REMOTE | 05/2020 - 12/2020

Inktel Orlando - Orlando, FL

- Developed strong customer relationships to encourage repeat business.
- Consulted with customers to resolve service and billing issues.
- Set up and activated customer accounts.

- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Informed customers about billing procedures, processed payments and provided payment option setup assistance.

Education and Training

Jones High School - Orlando, FL | High School Diploma

05/2019