

Jade Ingram

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SUMMARY

I am a highly motivated strong team player. I work well under pressure and consistently meet deadlines. - I'm an excellent communicator and my skill set also includes writing and editing. - My creativity and innovative thinking skills helps me develop intelligent solutions to business problems. - My positive attitude and eagerness to learn about new technologies helps me constantly expand my skills. - I'm committed to achieving the highest level of performance and satisfaction in everything I do.

EDUCATION

Wekiva High School
High School Diploma

Apopka, FL

WORK EXPERIENCE

InDemand Services
Retail Merchandiser

Atlanta, Ga
10/2022- present

- Removing existing products from shelves in order and placing product on a product mover to stock in its new location
- Setting shelves, peg hooks, shelf strips, price labels and signage
- Stocking merchandise according to a planogram
- Assist with building and/or moving store fixtures
- Travel from job location to job location on a regular basis

24/7 Intouch
Customer Support Specialist

REMOTE
06/2019 – 09/2022

- Responded promptly to in-bound chat and email support requests, delivering accurate and comprehensive solutions to customer inquiries.
- Maintained up-to-date knowledge on company products and services ensuring 100% accuracy when providing information to customers.
- Organized and managed sensitive data input in multiple databases, retrieving and delivering information daily.

TeleSpeak
Customer Experience Specialist

REMOTE
04/2018 – 05/2019

- Facilitated intuitive customer navigation, offering direct access to detailed instructions & step-by-step guidance through the company website/mobile app resulting in a 25% boost in usage.
- Developed key performance indicators (KPIs) and implemented corrective actions based on metrics analysis to improve overall productivity by 30%.
- Achieved 95% accuracy rate in the documentation of customer data into CRM for comprehensive tracking of requests, problems, and solutions.

Chegg

Customer Service Representative

Orlando, FL

01/2017 – 02/2018

- Promptly answered up to 50 calls per shift within company goal of 5 seconds with a 98% success rate.
- Consistently met and maintained target KPIs, including response time and customer satisfaction ratings.
- Resolved customer complaints by investigating problems, developing solutions, and making recommendations to management.

SKILLS

- 50 WPM
- Customer Service
- Complaint Resolution
- Email Management
- Software Skills: Microsoft Office, CRMs: LiveChat
- Video Conferencing Platforms: Microsoft Teams and Zoom