

Shakima Johnson

Addison, TX 75001

earth2kimaa@yahoo.com

945-275-5267

I am very self-driven, optimistic, and friendly oriented. I have great logical thinking and teamwork ability, who also has the passion of building customer relationships, and the ability to quickly analyse and solve problems. With 8+ years of experience with great hospitality assisting customers in call centers, remotely, and in businesses. I am also a Brand Ambassador with a proven creative content for social media.

Work Experience

Technical Support Representative/IT Support

Apple - Remote

June 2020 to January 2023

- Assisted customers with general support for hardware, peripheral, network connections, and external software.
- Passion for customer service and ownership of the customer experience including comprehensive issue resolution.
- Achieved consistent top 10 ranking in monthly metrics, including call duration, number of calls per shift, and customer satisfaction ratings.
- Aptitude for acquiring skills in technical troubleshooting and an eagerness to learn and take on new challenges.

Customer Service Representative

Alorica Calling Center - Mobile,

AL

April 2017 to May 2020

- Develop, build, and maintain customer relationships to maximize retention and endure their problems are being solved.
- Handle 100+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and cancelling services.
- Handle complaints, provide appropriate solutions and alternatives within the time limits, and followup to ensure resolutions.
- Collected payment information and other pertinent information such as addresses and phone numbers.

Brand Ambassador

Boys and girls club - Ocean Springs, MS

June 2014 to April 2017

- Strong research and analytical skills, with an ability to identify trends, draw valid conclusions and make insightful recommendations.
- Ability to develop and maintain good relationships across all internal department, as well as outside vendors and/or clients.

- Collaborating with sales, marketing, advertising, product design and product development. Creating editorial and content creation calendars for various media platforms and outlets.
- Innovative, proactive, and creative thinker.

Education

Associate of Science in Nursing

Mississippi Gulf Coast Community College - Gautier, MS

January 2015 to May 2017

Skills

- Excellent Communication (8 years)
- Technical support
- IT support
- Microsoft (Word, Excel, PowerPoint, Outlook)
- Professionalism
- Content creation
- Marketing
- Brand Ambassador
- Excellent Customer Service
- Problem Solving
- Quality assurance
- Strategic planning
- Ability to Multi-tasks
- 45 WPM
- Organizational skills
- Time Management
- Critical Thinking
- Diverse PC Knowledge
- Social Media (TikTok, Facebook, Instagram, Twitter)
- Sales
- Digital marketing