

Lakeyesa Allen

Tucker, GA 30084

lakeyesaallen@icloud.com

+1 678 438 9208

Accomplished customer service Professional with strong people skills and highly engaged work ethic. Sell-directed, highly motivated to find a resolution to problem-solving. I have an excellent working relationship with all internal departments external customers

Authorized to work in the US for any employer

Work Experience

Call Center Representative

Macys - Atlanta, GA

July 2023 to Present

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

Production Assistant

Michael Dejour - Atlanta, GA

January 2019 to June 2023

- Prepare all the supplies and equipment needed for the set
- Manage the equipment as needed
- Assist other crew members with their duties
- Prepare all the paperwork such as scripts for the set
- Make sure all the members have their necessary tools
- Assist photographer with their needs
- Perform safety checks for people and equipment on the set
- Deliver messages among team members
- Help with various administrative work
- Running errands
- Creative director for projects

Seamstress/Designer

Ariel Jillian Design - Tucker, GA

January 2022 to May 2023

- Accurately measuring customers using tape measures to ensure proper fit of garments.
- Ensuring that sewing machines and other equipment are in good working order.

- Altering or repairing customers' garments and other articles, which includes hemming, mending, lengthening, as well as taking in and letting out seams.
- Fitting garments on customers to determine how the alterations should be done.
- Constructing garments and other articles according to customers' specifications and preferences.
- Labeling customers' garments and articles and recording the alterations required.
- Communicating with customers to determine their specifications, needs, and preferences.
- Using irons and pressing machines to erase the creases on garments and other articles.

Retail Sales Associate/Customer Service

Bath & Body Works - Atlanta, GA

January 2014 to January 2019

- Serves customers by helping them select products.
- Drives sales through engagement of customers, suggestive selling, and sharing product knowledge.
- Greets and receives customers in a welcoming manner.
- Responds to customers' questions.
- Directs customers by escorting them to racks and counters.
- Provides outstanding customer service.
- Documents sales by creating or updating customer profile records.
- Manages financial transactions.
- Processes payments by totaling purchases, processing checks, cash, and store or other credit and debit cards.
- Alerts management of potential security issues.
- Assists with inventory, including receiving and stocking merchandise.
- Keeps clientele informed by notifying them of preferred customer sales and future merchandise of potential interest.

Education

Bachelor of Arts in Fashion Design

The Art Institute of Atlanta - Atlanta, GA

August 2013 to November 2016

High school diploma

Lovejoy High School - Hampton, GA

August 2012 to May 2013

Skills

- POS
- Retail Sales
- Merchandising
- Pricing
- Sales
- Cooking
- Food Service
- Time management

- Leadership
- creative
- Customer service
- Communication skills
- Customer service representative (2 years)
- Upselling
- Cold Calling
- Photography