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# KENT HAMEL

ATLANTA, GEORGIA 30309

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## **PROFESSIONAL SUMMARY**

Computer skills Product promotions Customer service Principle of accounting Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Knowledgeable and dedicated customer service professional with extensive experience in sales industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success. Specialize in quality, speed and process optimization. Articulate, energetic and results- oriented with exemplary passion for developing relationships, cultivating partnerships and growing businesses.

## **SKILLS**

- Needs Assessment
- Customer Retention
- Strategies
- Upbeat and Positive
- Personality
- Building Customer Trust and
- Loyalty
- Understanding Customer
- Needs
- Upselling Products and
- Services
- Speaking Clearly
- Business Growth and Retention
- Inbound Customer Calls
- Special Requests

## **WORK HISTORY**

### **ATLANTA PEACH MOVERS**

*Sales/Customer Service Representative/ Coordinator | Atlanta, GA | November 2021 - Current*

- Followed up with customers after completed sales to assess satisfaction and resolve technical or service concerns.
- Showcased product features to customers and discussed technical details to overcome objections and lock in sales.
- Computed total costs and profit requirements for customer sales to provide accurate pricing.
- Visited customer locations to evaluate requirements, demonstrate product offerings and

propose strategic solutions for diverse needs.

- Delivered superior customer service to retain existing customers and attract future customers.

## **ALORICA FOR VERIZON, AL**

*Customer Service Representative | Mobile, AL | November 2017 - August 2021*

- Answer incoming calls and respond to customer's email
- Management and resolve customer complaints
- Sell products and place customer orders in the computer system
- Identify and escalate issues to supervisors
- Provide product and service information to customers.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

## **RITE-AID PHARMACY**

*Pharmacy Technician | Jackson, MS | April 2015 - September 2017*

- Answered incoming phone calls and addressed questions from customers and healthcare providers.
- Calculated dosage, filled prescriptions and prepared prescription labels with absolute accuracy.
- Counted and labeled prescriptions with correct item and quantity.
- Stocked, labeled and inventoried medication to keep accurate records.
- Performed various pharmacy operational activities with strong commitment to accuracy, efficiency and service quality.

## **MISSISSIPPI STATE HOSPITAL**

*Mental Health Technician | Whitfield, MS | September 2014 - May 2017*

- Assisting in patient assessment
- Escorting patient to appointments
- Monitoring and documenting care
- Helping bathe and personal needs.

## **KOHL'S**

*Sales Associate | Flowood, MS | October 2013 - December 2014*

- Helped customers locate products and checked store system for merchandise at other sites.

## **EDUCATION**

### **ASSOCIATE OF SCIENCE**

Hinds Community College

*Ridgeland, MS | June 2016*

Ridgeland High School

