

# Shontasha Clark

simplefreelance1@gmail.com | (470) 553-9241 | Aragon, GA

## SUMMARY

---

Seasoned professional with 6 years of experience in customer support and sales, adept at troubleshooting, issue resolution, and building customer rapport. Proven track record in call center environments, diagnosing technical issues, and exceeding sales goals. Seeking a customer support role to leverage expertise in customer assistance and operational problem-solving.

## WORK EXPERIENCE

---

**Marketsource Inc.** Alpharetta, GA  
Inside Direct Sales Representative Jan 2022 - Present

- Conduct cold calls to prospects to showcase product advantages, leading to successful sales closures.
- Communicate with potential clients over the phone to articulate product value and foster engagement.
- Achieve or surpass established monthly sales targets through diligent client outreach and follow-up.

**Wipro** Remote  
Production Agent/ Call Center Sep 2017 - Mar 2023

- Addressed customer inquiries effectively through a computer-operated phone system, ensuring prompt resolution of concerns and fostering customer satisfaction.
- Diagnosed and troubleshoot technical issues with computers, printers, and various devices, providing clear guidance on functionality and quick-fix solutions.
- Coordinated scheduling for in-home and in-store technical support appointments, enhancing customer trust and loyalty through personable and efficient service.

**Kellogg's Bakery** Rome, GA  
Senior Production Supervisor Feb 2020 - Dec 2021

- Streamlined operations by effectively troubleshooting and resolving production challenges, maintaining a continuous focus on quality output.
- Enhanced production quality and equipment reliability through diligent oversight and adherence to best practices in safety and maintenance.
- Contributed to cross-departmental collaboration, ensuring project objectives were met within established timelines and contributing to positive outcomes in waste reduction and procedural adherence.

**Atlanta Marriott Marquis** Atlanta, GA  
Front Desk Clerk/Greeter Feb 2020 - Dec 2021

- Delivered exceptional customer service by efficiently navigating guest experiences and responding to inquiries, enhancing overall satisfaction.
- Established and maintained positive guest relations through personalized greetings and attentive service.
- Managed guest check-ins and check-outs using a computerized system, ensuring accurate collection of required identification and reservation details.

**Jefferson Southern** Rockmart, GA  
Quality Associate Jul 2018 - Feb 2020

- Enhanced inspection protocols, ensuring adherence to quality standards and timely identification of defects.
- Issued quality alerts to promptly address both internal and external quality concerns, maintaining product integrity.
- Led efforts to improve workplace safety conditions and managed the recycling of strap fabrics and metals to support environmental sustainability initiatives.

**MarketSource** Cartersville, GA

Wireless Sales Expert

Oct 2018 - Jul 2019

- Fostered customer trust by providing immediate and attentive service upon their arrival.
- Supported wireless sales and promotions, while effectively troubleshooting minor technical issues on mobile devices and utilizing account information to enhance assistance.

## **EDUCATION**

---

Penn Foster College	Online
Sterile Processing Technician Certification	May 2024
Atlanta Metropolitan State College	Atlanta, GA
AACC Mass Communications	Apr 2016
Columbia High School	Decatur, GA
High School Diploma	May 2014

## **SKILLS**

---

Sales • Call Center • Organizational Skills • Office Management / Front Desk • Effective Cost Control/ Budget Management Roles & Responsibilities • Fabric Cutting/ Tufting / Material Handling / Manufacturing/ Quality Inspection • Hospitality • De-Escalation Skills • Problem-solving • Conflict resolution • Customer service • Time management • Technical troubleshooting • Communication