

# NYZIRRA T. CARTER

## SUMMARY

**Communicative customer service professional motivated to maintain customer satisfaction and contribute to company success. History managing large amounts of inbound calls and sustaining satisfactory relationships with customers. Offers skill with CRM systems paired with outstanding active listening and multitasking abilities.**

## EXPERIENCE

### Banking Customer Service Representative

*Capital One Bank | Remote , Connecticut | January 2022 - Current*

- Displayed strong telephone etiquette, effectively handling difficult calls.
- Handled client inquiries with exceptional professionalism and enthusiasm.
- Maintained confidentiality of banking records and client information to avoid possible data breaches.
- Delivered software solutions consistent with product roadmap and meeting release plan milestones.

### Customer Service Representative

*American Customer Care | Bristol, Connecticut | December 2020 - January 2022*

- Promoted high customer satisfaction by resolving problems with knowledgeable and friendly service.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices.
- Upheld quality control policies and procedures to increase customer satisfaction.

### Cashier Team Lead

*Burger King | Warminster, PA | May 2019 - November 2020*

- Assisted with training new cashiers and customer service team members to increase speed of onboarding.
- Processed payments promptly for customers to exceed productivity standards.
- Directed trash removal and sanitation procedures to keep aisles and register area organized.
- Performed merchandising and signage updates during weekly and seasonal promotional changes.

## CONTACT

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## SKILLS

- Call Center Operations
- Project management abilities
- Senior leadership support
- Customer relations
- Microsoft Office expertise
- Contract development
- Inbound and Outbound Calling
- Retail sales customer service
- Store maintenance
- Conflict mediation
- Courteous demeanor
- Technologically savvy

## EDUCATION AND TRAINING

### High School Diploma

Burlington Township High School,  
Burlington, NJ  
June 2020

### Nursing

Rowan College At Burlington  
County