

# Diona Wray

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Experienced customer service specialist focused on sales, client relations, data entry and operations management.

## Work Experience

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### **Customer Service Representative**

Teleperformance-Lawrenceville, GA  
July 2021 to May 2024

- Resolved customer issues
- Worked in the inbound call center
- Managed customer accounts
- Responded to inquiries and issues

### **Independent Contractor**

Tyme Global Technologies-Seattle, WA  
July 2020 to December 2020

Data Entry - Maintaining Accounts  
Inbound Calls  
Answering Customer Queries.  
Fraud Identification

### **Sales Account Executive/ Operations Coordinator**

KO Shipping Ltd  
August 2016 to October 2019

- \* Solicited customers via various communication channels. Identified and selected appropriate methods of direct support and customer generation through use of emails, direct calls, on-site meetings and social media direct messaging to resolve queries or concerns.
- \* Operations tasks in the preparation of documents specifically tailored for categorized organization verticals.
- \* Focused on the maintenance and organization of document selection and data entry for port and customs establishments.
- \* Customer documentation prepared and distributed in a timely manner.
- \* Asycuda XML data consumption, manipulation, upload and data entry into local system files.

### **Personal Assistant**

Upfront Welding Fabrication Engineering  
December 2015 to April 2016

Responsible for paying bills, emailing, invoices and purchasing material.

**Cashier/ Hostess/Sportsbook**

Majestic Isle Casino

December 2013 to July 2014

Responsible for payouts (both casino and sportsbook), converting currencies, meeting and greeting customers and taking wagers.

**Racing Hub Operator**

Royal Turf Club, Woods Centre-St. John's, Antigua

January 2008 to July 2011

\* Responsibilities included Hub System Startup, Report generation, Data entry, System backup and end of day processing. Resolved issues at racing centers connected to the hub via email / live chat.

**Customer Service Specialist, Horses and At-Bats**

World Sports Exchange

August 2002 to January 2008

- Customer Service, Horses and At Bats

\* Responsible for managing the horse betting desk, setting up and scoring live MLB games, client relations, general customer service.

**Customer Relations Representative**

World Wide Tele-Sports Bancorp Building-Independence Drive, St. John's, Antigua.

July 2001 to August 2002

\* Responsible for taking wagers, general customer service by phone, emails and online chat, trouble shooting and the monitoring of online casinos. posting lines and grading games training of new Wagering Staff

**Post Time Sports**

Old Parham Road-St. John's, Antigua

July 2000 to July 2001

\* Responsible for managing the betting system; posting lines and grading games training of new Wagering Staff.

**Customer Service Representative**

Post Time Sports Old Parham Road-St. John's, Antigua

July 1998 to July 2000

\* Responsible for client relations-emails, live chat, horse wagering and grading. Accounting- posting credit made to customer's accounts.

**Sales Representative**

Shock Men's Clothing Store-Heritage Quay, St. John's, Antigua.

March 1995 to July 1998

\* Fitting clients, cashing, daily sales report and inventory.

**Cashier/Wholesale Clerk**

Shoprite Supermarket-Dickenson Bay

February 1992 to February 1995

\* Responsible for stocking superette, cashing, writing invoices, receiving and sending goods.

## Education

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### **High school diploma**

September 1985 to June 1989

## Skills

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- Microsoft Word
- Data Entry
- Sales Account Executive
- Customer Service
- Account Management
- Office experience
- Operations Management
- Interior Design
- Customer Service/Relations
- Payouts Management
- Operations Management
- Data Entry Authorized to work in the US for any employer
- Inside Sales
- Customer Service
- Live Chat
- Communications (10+ years)
- Microsoft Excel
- Microsoft Office
- Shipping & receiving
- Pallet jack
- Materials handling