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| RENEISHA WILLIAMS  Customer Service Representative | | (347)-986-4463  Brooklyn, New York 11212  Rwilliams0524@gmail.com | |
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| PROFESSIONAL **SUMMARY** | Highly organized client service representative possesses strong communication, problem-solving, and multitasking skills. Skilled in building strong relationships with clients and providing quality service. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. | | |
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| WORK HISTORY | H&R BLOCK | 12/1999 - 04/2023 | Client Service Associate |
| * Managed receptionist area by greeting visitors, responding to telephone, and email inquiries and providing information for in-person requests. * Utilized active listening skills to identify customer needs and provide appropriate solutions. * Responded to customer calls and emails to answer questions about products and services. * Maintained and managed customer files and databases. * Delivered exceptional customer service to every customer by leveraging extensive knowledge of products and services and creating welcoming, positive experiences. | | |
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| NYC PARKS DEPT | 05/2015 - 12/2017 | Maintenance Crew Member |
| * Removed outdoor debris and yard clippings into receptacles to properly maintain grounds. * Followed routine maintenance checklist. * Followed safety precautions to avoid personal injury and provide safe work environment. * Sanitized restrooms using such chemicals as ammonia to reduce spread of germs. * Worked with vendors to procure parts and materials for repairs, examining quality and performance. | | |
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| Edible **Arrangement** | 03/2015 - 05/2015 | Kitchen Crew Member |
| * Cleaned and sanitized dishes and utensils, consistently keeping adequate supplies on hand for expected customer loads. * Prevented food spoilage by monitoring dates, rotating stock, and following proper storage procedures. * Transported food items from storage areas to kitchen for prepping. * Washed, peeled and cut various foods such as fruits and vegetables to prepare for cooking or serving. | | |
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| EDUCATION | Pacific High School | | |
| 1997 - 2001 | GED | |
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| SKILLS | * Reading Comprehension * Data profiling * Complex problem-solving * Customer support * Client rapport-building * Live chat messaging * POS systems and ordering platforms * Administrative and office support * Cash register operations * Office supplies and inventory * Providing feedback * Administrative duties * Microsoft office * Clerical support * Outbound calling * Payment processing * Answering research questions * Client service and support | | |