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| RENEISHA WILLIAMSCustomer Service Representative | (347)-986-4463Brooklyn, 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
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