**Ambre’a Hightower**

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**PROFESSIONAL SUMMARY**

Experienced customer service leader with over six years of experience in customer resolutions, email, and in-person **operations**. Excited to bring my proven skills and client enthusiasm to the team.

**Knowledge & Skills Areas**

* Creative Directing
* B2B
* Problem-Solving
* Customer Experience
* Technology savvy
* Management Skills
* Administrative Skills
* Medical Terminology Skills
* Multitasking Skills
* Organization Skills

**PROFESSIONAL EXPERIENCE**

**Lead Manager*, Penn station*** 03/15– 2023

* Supervising all crew members in customer support, managing all product and currency exchange between customers to employees, monitoring shift leads, and store policies as necessary
* Maintaining the **CSAT** goal each quarter for the department and maintaining an outstanding customer satisfaction survey rating for my location.
* Facilitate development opportunities for new hires and transitioning team members across multiple positions in the stores each quarter to promote confidence and non-deniable skill sets.
* Deescalating any customer issues to prevent **Tier 2 and Tier 3** support. When that support is needed, escalate them to achieve the quickest resolution and minimize wait times making sure all customers are satisfied.
* Follow all company standards regarding paperwork, labor laws, cash management and loss prevention, and revenue.

**Lead Cashier**Italianette pizzeria 09/18 – 03/19

* Perform daily transactions with customers for products demonstrating B2B, accumulating revenue for the company
* Assist in training 5-10 cashiers and new hires on Point-Of-Sale (POS) and other workforce management systems.
* Build a rapport with regular customers and maintain effective, professional relationships with store employees and vendors.
* Consult with leadership for assigned dining room station, opening side work, and closing side work daily duties.
* Follow all company standards regarding paperwork, time management, cash management and loss prevention, and revenue.
* Provides a safe working environment in accordance with OSHA standards and maintains a clean and organized accident-free work area. If accidents were to occur, create a solution-based environment for all employees.

**Student Pantry Supervisor,** Wilberforce University 08/17/22 - Present

* Greet incoming students and visitors entering the pantry and thank exiting visitors for shopping with the pantry
* Calmly manage and resolve customer situations during shopping and checkout, including disorderly shoppers, and unhappy donors
* Audit donations and items in drop-offs to mitigate theft and unauthorized removal of store products that have not been signed out properly
* Communicate in writing to complete paperwork and detailed reports regarding incidents and/or discrepancies to management and leadership.
* Guaranteed compliance with university policies and procedures by holding hourly Associates accountable, maintaining quality assurance standards, and developing, and implementing
* Ensures cleanliness of the store's interior, exterior, storage areas, and all common areas that visitors may occupy.
* Supervises loading and off-loading of store deliveries and ensures access to entrances for personnel.
* Maintained thorough knowledge of products, donations, and offers, to provide shoppers with accurate responses.

**Medical Terminology Experience**

**2019-2023, Wilberforce University**

* Studying Medical Terminology For Clients And Coursework
* Applying Medical Terminology During Real Life Scenarios
* Being Able To Identify The Needs Of Clients Through Medical Terminology

**Karing For Kids Learning Center**

**05/25-08/17**

* Providing care and knowledge to school age children
* Performing multitasking skills with the children constantly creating activities
* Receiving CPR License and becoming educated in the teaching field

**Achievements:**

**Deans List 3.5 Gpa Wilberforce University 2021**

**Junior Class President Of SGA Wilberforce University 2022**

**Student Pantry Founder Wilberforce University 2023**

**Miss Xi Chapter Of Alpha Phi Alpha Fraternity Incorporated Wilberforce University 2022**

**President Of Nubiance More Than A Modeling Troupe Wilberforce University 2022**

**EDUCATION**

**Wilberforce University Bachelors in Rehabilitation Services 05/24**

**North College Hill High School 05/19**