Yahweh Yahweh

470-454-0991

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**Objective**: Obtain a help desk position your company which will benefit from extensive knowledge of popular operating systems and common software applications, Experienced help desk technician seeks position at your company that allows utilization of five years of experience in computer sales and support.

Skills

* Active Listening
* Adaptability
* Attentiveness
* Conflict ResolutionYah
* Creativity
* Decision-Making
* Dependability
* Effective Communication

**Voters Community Project​,** Raleigh, NC

Canvasser 2018

* Registered people to vote.
* Worked directly with citizens of all backgrounds in a wide variety of
* neighborhoods and shopping centers.
* Taught public about rules related to voting. Followed all laws to prevent fraud.

**MCI Mass Markets​,** Atlanta, Georgia

Customer Service Representative, 2020-2021

* Worked in call center doing telemarketing for office supply company. Responded quickly and politely to customers via email, over the phone or face-to-face.
* Answered questions and handled complaints.
* Listen to customer inquiries. Reported to managers any unresolved issues.

Manager Road Runner , Atlanta Ga,

Maintains staff by recruiting, selecting, orienting, and training employees; maintaining a safe, secure, and legal work environment; developing personal growth opportunities.

Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.

Establishes strategic goals by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes.

Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

Maintains quality service by enforcing quality and customer service standards; analyzing and resolving quality and customer service problems; identifying trends; recommending system improvements.

Maintains professional and technical knowledge by attending educational workshops; reviewing.

 Gebbs Health Care Solutions Customer Service Agent, Atlanta Ga, 2020-2021

* Open and maintain customer accounts by recording account information
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
* Maintain financial accounts by processing customer adjustments
* Recommend potential products or services to management by collecting customer

Prepare product or service reports by collecting and analyzing customer information

Contribute to team effort by accomplishing related results as needed

Manage large amounts of incoming calls

* Generate sales leads
* Identify and assess customers’ needs to achieve satisfaction
* Build sustainable relationships of trust through open and interactive communication
* Provide accurate, valid and complete information by using the right methods/tools
* Meet personal/team sales targets and call handling quotas

**Education**

Teach-Bak Customer Service Training Certificate of Completion 2018

University Of Phoenix Human Resource Management Certified Customer Service Specialist

American International University​, College Courses in Business Administration, 2015

Madison High School​, Miami, Florida, High School Diploma, 2005

Volunteer at West Side Future Fund

Actions Ministries

Paralegal Certificate

**Languages**

Fluent in both English and Spanish