

DENISHA CARPENTER

1189 Tabor Ave Apt.21 • Fairfield, Ca. 94533 • DenishaDC1@aol.com • 707-416-3213

QUALIFICATIONS SUMMARY

Highly personable **Customer Service Professional** with over 5 years of experience in management, claims and sales processing, and call-center operations within the retail.

- ♦ Talent for identifying customer needs and presenting appropriate company product and service offerings.
 - ♦ Demonstrated ability to gain customer trust and provide exceptional follow-up, leading to increased repeat and referral business.
 - ♦ Track record of assisting in the design and implementation of reporting procedures that improve customer-satisfaction ratings.
 - ♦ Expertise in resolving escalated customer service issues.
 - ♦ Secured numerous company achievement awards for delivery of exceptional customer service.
 - ♦ Proficient with Microsoft Office System (including Microsoft Word, Microsoft Excel, Microsoft PowerPoint®, Microsoft Access, and Microsoft Outlook®).
 - ♦ First Aid/CPR Certified
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PROFESSIONAL EXPERIENCE

Bay Respite Care— Fairfield, California

06/07- Still Present

Caretaker

- Assisting patients in their daily activities for functions.
- Assisting them on taking baths and dressing and other duties.

Life Touch – Fairfield, California

08/06 - 02/08

Receptionist

- Screen and direct calls take and relay message.
- Provide information to callers.
- Deal with queries from the public and customers.

Against All Odds -Fairfield, California

05/07 - 02/09

Sales Associate

- Ensure that each customer receives outstanding service.
- Maintain solid product knowledge and all other aspects of customer service.
- Communicate customers request to management.

EDUCATION AND TRAINING

AA Degree in Criminal Justice • SOLANO COMMUNITY COLLEGE – Fairfield, California—