

DENISHA CARPENTER

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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

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—