

Everett Harwood
1375 LICK AVENUE
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SAN JOSE, CA 95110
415/640/6878

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Hello,

I have over twenty years' experience in customer service. I have strong customer service skills both in person and over the phone. I work well with my colleagues and excel in my quest of giving the customer world-class customer service. I have worked both at Pacific Bell and AT&T Wireless in a high-volume inbound call-center, and received valuable training in providing the customer with a memorable experience. I enjoy resolving customer's issues and creating a Raving Fan out of them. I am proficient and comfortable with the Internet, and most of all, I'm a very personable human being. I am extremely detail-oriented, organized and have a passion for people. I know how to grow, cultivate and sustain a cohesive team. I enjoy resolving matters, offering solutions and creating raving fans. I am not adverse to asking questions when I need help. I am a self-motivated person and most of all, a great person to know. I have a strong work ethic, am early for my assigned shift and am not averse to working until the job is done.

I'd like the opportunity to tell you more about my work experience, and how my skill-set would contribute to the successful day-to-day operations of your company.

I look forward to meeting and discussing employment opportunities with you.

Sincerely,

Everett Harwood

EVERETT HARWOOD

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OBJECTIVE

I am looking to work and contribute for a business where I can grow, be a part of something important and be part of the on-going success of that business.

FUNCTIONAL SUMMARY

I have merchandising experience in Men's, Women's and Children's clothing, electronics, food, POP and regular display maintenance. I have numerous years of retail experience. I have multiple years experience in working in a high-volume inbound call center. I have worked both in an hourly, supervisory and managerial capacity in the restaurant industry. I have many years experience in an office environment and guest service. I have worked as an office temp for many years. I am computer and Internet literate.

EMPLOYMENT

1998-Present: Retail merchandising work and mystery shopper. I am a professional, independent mystery shopper specializing in "A" property apartments communities, new home builders, bars, restaurants, retailers both mid to high-end, hotels and warehouse clubs. I do independent merchandising work for several retailers.

2012-2013: Chipotle Mexican Grill. I was in the management program here with focus on becoming a General Manager. I worked closely with crew members and provided excellent customer service to the guests. I was trained in food prep., making food according to recipes and serving food as well.

1999-2004: Cellular One/AT&T Wireless call center: I worked taking inbound calls from wireless subscribers. I ordered services, maintained accounts and addressed all of the customer's needs. I also worked in Customer Retention offering customers special plans and services at discounted

rates so that they would not cancel service. I worked as an escalation specialist and resolved the subscriber's issues.

1996-1999:Pacific Bell: I worked in the Residential and Business Services call center. All calls were 100% inbound. I ordered services, resolved billing issues, maintained customer accounts and provided excellent customer service. I made sure the customer received what they needed so they would not have to call back in.

1994-1996:Boston Market: I worked my way up to management within a 90-day period. I learned all facets of the operations of the FOH and BOH. I executed the crew scheduling, food ordering, and day-to-day operations of the restaurant. I also conducted employment interviews and hired personnel.

1985-1995:Duck Soup: My mother owned this high-end catering business. I was server, placed the weekly food order and helped manage the day-to-day side of the business.

EDUCATION

I am a High-School graduate. I attended junior college in Sacramento.

PERSONAL REFERENCES

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PROFESSIONAL REFERENCES

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