

**VAMIA HUNTER**  
**529 21<sup>st</sup> H**  
**Richmond, ca. 94801**  
**(510) 575-7540**

### **SUMMARY**

- A dependable, quick learner, highly self-motivated, team oriented individual with a proven background as a top Customer Service Representative.
- Experienced handling a high volume of incoming calls.
- Worked within a call center environment.

### **SKILLS**

Salesforce, MS Word, MS Excel, MS PowerPoint

### **EDUCATION**

- Everest College Medical Assistant; San Francisco, Ca 2011 Certification Completed
- Mount Eden High School, Hayward, Ca Diploma – Graduated

**Environment:** MS Word, MS Excel, MS PowerPoint

### **EXPERIENCE**

**EMPLOYER: Safe Guard Tubs Richmond Ca – FTE**

**August 2013 – November 2013**

**Call Center Rep**

- Handled high volume of incoming and outgoing calls
- Called and set up appointments.

**Environment:** MS Word, MS Excel, MS PowerPoint

**EMPLOYER: Homegain.com, Emeryville, Ca – FTE**

**June 2004 - January 2012**

**Customer Service Rep**

- Managed and maintained customer accounts, provided email/ telephone support on billing, payment assistance, service changes, cancellations and renewal of products/ services.
- Worked in team environment as top Customer Service Rep (out of 20).
- Documented data and tracked calls using CRM Salesforce.

**Environment:** MS Word, MS Excel, MS PowerPoint

**EMPLOYER: Neopost Inc, Hayward, Ca – FTE**

**September 1996 – June 2004**

**Customer Service Rep**

- Handled a high volume of inbound calls within a call center environment. Managed multiple priorities and maintained effective results in a quota driven workplace.
- Responded to customer inquiries and requests and resolved issues efficiently and professionally. Exercised strong interpersonal communication skills with customers and department personnel.
- Completed assignments on-time with an open, cooperative, positive and team-oriented rapport.

**Environment:** MS Word, MS Excel, MS PowerPoint