

## Demii Shaw

35594 Morley Place • Fremont • CA 94536 • Phone (925)457.4889 • Email: demiishaw@yahoo.com

---

### SUMMARY OF QUALIFICATIONS

- ◆ Over 14+ years of experience in the Customer Service Industry
- ◆ Outstanding Customer Service skills
- ◆ Efficient and effective in analyzing and resolving highly complex problems
- ◆ Highly attentive to details, protocols, procedures, guidelines and codes
- ◆ Excellent verbal and written communication skills
- ◆ Ability to stay focused and calm under duress in demanding work conditions
- ◆ Enthusiastic team player with ability to work independently

### PROFESSIONAL EXPERIENCE & SKILLS

- ◆ Customer Service Skills
- ◆ Administrative Skills
- ◆ Consistently maintained high sales levels of industry products
- ◆ Successfully generated profits and increased sales production, customer service satisfaction, and retention
- ◆ Excelled at cold-calling demonstrating strong listening and sales abilities
- ◆ Proficient in proper email etiquette, handled 150+ e-mails daily
- ◆ Adept at handling billing, filing, invoicing, payroll, cash handling and answering and routing phone calls
- ◆ Efficient in adhering to Compliance rules and regulations as required by federal guidelines
- ◆ Properly maintained client records, employee documentation and reports and files
- ◆ Proficient in Microsoft Word, Excel & PowerPoint, Medi Soft, Outlook, Lotus 1,2,3, QuickBooks and CTS
- ◆ Efficient at trouble shooting hardware and software issues, communicating with helpdesk to resolve complex issues/problems. Provided technical assistance to ensure a positive customer experience

### EMPLOYMENT HISTORY

01/2014-present	Army Rover	Camp Parks, Dublin, CA
10/2011-01/2014	Customer Support	EMC, Pleasanton, CA
02/2011-10/2011	Teller	Wells Fargo Bank, Antioch, CA
05/2008-02/2011	Technical Support Representative	Comcast, Livermore, CA
07/2007-05/2008	Administrative Assistant	US Tires, Hayward, CA
06/2006-07/2007	Member Service Representative	Direct Buy, Mountain View, CA

### EDUCATION & CERTIFICATION

Medical Assistant Diploma - Western Career College, San Jose, CA

- Perfect Attendance Certificate
- Student Success Certificate

*REFERENCES AVAILABLE UPON REQUEST*