

LSW

Lakesha S. Ward

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Customer Service Associate

Providing Exceptional Service ♦ Building Loyal Relationships ♦ Solving Problems ♦ Increasing Sales

PROFILE

High energy, enthusiastic, and dependable Customer Service Support Associate who excels in challenging, fast-paced environments with the ability to think quickly and successfully handle customer situations. Seeking a challenging opportunity where my experience can further assist in the progress and expansion of the organization.

KEY SKILLS

- | | | |
|-----------------------------------|----------------------------|-------------------------|
| » Inventory Control | » Order Fulfillment | » Customer Satisfaction |
| » Cash-Handling Accuracy | » Up-Selling/Sales Support | » Time Management |
| » POS Systems | » Team Player | » Quick Learner |
| » Confidential Records Management | » Motivation & Enthusiasm | » Problem Solving |

EXPERIENCE

07/14 – Present – Home Health Aide –

Private Care – Oakland, CA

- ♦ Maintain records of patient care, condition, progress, and problems in order to report and discuss observations with a supervisor or case manager
- ♦ Change bed linens, wash and iron patients' laundry, and clean patients' quarters
- ♦ Entertain, converse with, and read aloud to patients to keep them mentally healthy and alert
- ♦ Perform a variety of duties as requested by client, such as obtaining household supplies and running errands

11/12 – 12/12 – Customer Service Associate –

Honey Baked Ham – Oakland, CA

- ♦ Resolve customer complaints, inform customers and potential customers about the company's products and services
- ♦ Perform necessary follow up as required, research and suggest alternative products when required
- ♦ Meet customers in person when required
- ♦ Take orders and open and close accounts and resolve complaints

09/10 – 06/11 – Crossing Guard –

OUSD – Oakland, CA

- ♦ Managed vehicle and pedestrian traffics to ensure safe crossing for school children
- ♦ Utilized hand signals, signs and flags to control the traffic
- ♦ Explained crossing rules to students and reported unsafe behavior of children to school management
- ♦ Assisted in overseeing daily assignments and schedules for Crossing Guards

EDUCATION

McClymonds High School – Oakland, CA