

# 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

► <i>Inventory Control</i>	► <i>Order Fulfillment</i>	► <i>Customer Satisfaction</i>
► <i>Cash-Handling Accuracy</i>	► <i>Up-Selling/Sales Support</i>	► <i>Time Management</i>
► <i>POS Systems</i>	► <i>Team Player</i>	► <i>Quick Learner</i>
► <i>Confidential Records Management</i>	► <i>Motivation &amp; Enthusiasm</i>	► <i>Problem Solving</i>

### 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**