

Ronek Davidson

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CUSTOMER SERVICE PROFESSIONAL

Objective

Accomplished Customer Services Representative backed by proven results to enable organizational success through Professionalism and Integrity seeking a Customer Service position on your dynamic team.

Qualification and Technology Summary

13 years' experience in providing customer service

Expert knowledge and abilities in both written and oral communication

A patient listener who will fully focuses on speakers

Passion for serving the needs of the customer

Organized and detail-oriented; penchant for

understanding policies, procedures and logistics

Software: MS Office (Word, Excel, Outlook, Access, PowerPoint)

Professional Experience

- Consistently maintains a positive attitude while helping people
- Articulate and effective while working with cross culturally diverse populations
- Effective under high producing departments in complex, fast-paced environments
- Accurately record, remember, and verbally communicates detailed information
- A problem solver who quickly grasps complex situations and turns them into manageable tasks
- Produce quality work even when under extreme time pressure and guidelines
- Proven ability to understand and follow complex instructions to successful conclusions

Work History

Homemaker/Child Care Provider

Evins Personnel Consultants- **Recreation Associate**

Express Personnel- **Receptionist/Customer Service**

Sears Teleserv- **Mechanical Parts Specialist**

2008-Present

1998-2008

1999-2001

1995-1996

Education

Allied Careers-
Medical Assistant
Certificate

Le Cordon Bleu-
Associate in Applied
Science in Culinary
Arts- non-degreed

Reagan High
School- Diploma

Key Skills

Customer Relationship
Management

Problem Solving

Cross-Cultural
Communication

High Impact Service
Delivery

Complaint/Dispute
Resolution

Productivity
Improvement

Procedural
Compliance

Telephone Sales &
Solution Selling

Multi-level
Communication

Payment Recovery

Multi-phone line
System

Accounts Receivable

Cost Control