

# Mary Davis

## Customer Service Representative

Dallas, TX 75241

maryelladavis641@yahoo.com - 469-348-4069 3131

Highly motivated Customer Service and Healthcare professional with over 4 years of Customer Service experience and over 7 years of Healthcare experience with excellent communication skills seeking a position that will utilize my practical and professional experience gained in the workplace.

Authorized to work in the US for any employer

## WORK EXPERIENCE

### Customer Service Representative

Securus Technology Carrollton - February 2016 to July 2017

- Received inbound calls for incarcerated customers.
- Created accounts for customers and deposited money into accounts
- Processed credit card payments
- Updated accounts with personal information

### Home Health Aide

Prolink Home Healthcare - Dallas, TX - April 2012 to February 2017

- Monitors patient condition by observing physical and mental condition, intake and output, and exercise.
- Supports patients by providing housekeeping and laundry services; shopping for food and other household requirements; preparing and serving meals and snacks; running errands.
- Assists patients by providing personal services, such as, bathing, dressing, and grooming.
- Helps family members care for the patient by teaching appropriate ways to lift, turn, re-position the patient; cleanliness, and housekeeping.

### Customer Service Representative Sprint

Nextel - Irving, TX - March 2007 to October 2009

- Received inbound calls from customers with defected phones within 30 days of receiving item.
- Ordered return kits and sent replacement phones.
- Researched and compared phones

### Order Filler

Golf South Medical Supply Company - Mesquite, TX - June 1999 to January 2006

- Handling merchandise by packing and shipping orders
- Pulled merchandise and placed items in totes

## EDUCATION

ATI Career Training Center - Mer Rouge, LA  
May 1976