

Jennifer Tyler

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Professional Summary

Trustworthy, reliable worker w/over 8 years in customer service and general management activity. Ambitious and self-motivated leader. Friendly and enthusiastic worker who consistently meets customer service satisfaction goals. Independent and quick thinking team player seeking a role offering increased responsibility.

Education

1996-2000 Simmons High School

Hollandale, MS 38748

2005- 2007 Delta Beauty College

Greenville, MS 38701

Work Experience

Oct 2016 –April 2017

MCG Company

Call Center/Customer Service

Called different business owner set appts offers for credit card processors

Aug 2015- July 2016

Ashley Furniture Homestore

Customer Pickup/Delivery Dept.

Make outbound calls/take inbound calls using required computer programs to make delivery/pick up appts, take payments made on layways or purchase, filing,

check customer in to pickup items, assist customer with issues

Oct 2014- May 2015

Marshall

Cashier/Customer service

Checked customers out, returns, customer services

July 2009- June 2014

Best Western JC Inn Front Desk Rep

Make/cancel reservations as well as group reservations, taking inbound phone calls, checked guests in and out, trained incoming front desk staff, made schedules, handled complaints in a timely manner, customer service rep, attended sales training camps as well as brought back good leadership skills to the company, held employee monthly meetings

May 2008- July 2009

Alorica

Taking inbound calls, assisting customers with their AT&T bills/concerns, made adjustments to bills, took payments, went over phone bill w/customers

Oct 2005- May 2008

Hollandale Package Store LLC Cashier/Manager

Checked customers out, opened and closed store, hired/fired new staff, kept track of inventory, in charge of making and placing orders, stocked shelves

Skills

Computer skills, filing, communication skills, customer service

Reference

Tamera Peterson

Childcare Provider

(785) 717-9218

Susan Kamm

General Manager

(785)761-5435

Jeannie Shorter

Insurance Adjuster

(214)998-5571