

**Mekayla M Pitts**

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**Objective**

Self-motivated and dedicated individual seeking full or part-time employment within a customer service, retail, or housekeeping setting where 9 years of solid customer service experience will be utilized as a productive employee.

**Education**

ABC Bartending School – Dallas, TX. – May 2017

Oklahoma City Community College – Oklahoma City, OK.

September 2013 | Equivalent

**Key Skills**

TABC Certification | Advanced in Microsoft Office | 40 wpm | 8,000 kph | AS400 | Jade | Ability to multitask through various programs in a fast paced environment

**Experience**

*Cintas* – Irving, TX.

AR Coordinator | March 2016 – Present

- Coordinate with local offices in Tennessee and Illinois to minimize issues among accounts
- Contact customers to update accounts regarding payment status for past due invoices
- Maintain and/or lower AR percentage on a monthly basis
- Process payments for past due and current invoices
- Responsible for working with collections to transition past due accounts to the proper status

*Maximus* – East Lansing, MI.

Customer Service Representative | September 2014 – March 2016

- Responded to customer inquiries by phone and email
- Received up to 80 inbound calls per day through the Jade system
- Assisted customer with any questions about services
- Used problem solving skills to assist customers with any issues
- Received and entered information for service requests through AS400

*Hidden Treasures Thrift.* – Lansing, MI.

Cashier | July 2013 – August 2014

- Providing a positive experience for every customer
- Assisting customers with finding items they needed
- Ringing up customer purchases
- Counting down tills at the close of business day

*TMI Hospitality* – Lansing, MI.

Housekeeper | May 2012 – October 2012 (Part-Time)

- Cleaned guest rooms to resemble hotel cleanliness
- Restocked towels, coffee, and other items for guests
- Washing and folding linens

*Phone Bank Systems – East Lansing, MI.*

Professional Fundraiser | October 2009 – June 2013

- Spoke with donors about their membership with their local PBS station
- Renewed donor memberships
- Data entry of new accounts
- Processed payments for donor's membership fee's

*Burger King. – Holt, MI.*

Crew Member | November 2007 – September 2009

- Greeted and welcomed customers with a friendly and helpful attitude
- Assisted customers with menu orders and provided information on monthly specials and promotions
- Initiated accurate and convenient food purchases through the use of an electronic cash register
- Displayed solid team membership through clear communication and general assistance as needed
- Performed food preparation and cooking while demonstrating sanitary and safe workplace procedures

## **References**

References are available upon request