

# Kayshawn Perry

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## **Summary: A resourceful and dedicated individual with experience in:**

Contracts, Administration, Budgets, Payroll, Training, Supervising, Data Analysis. Principal strengths include interfacing with Executives and Human Service agents. Excellent Writing and Communication skills. Computer skills including but not limited to Excel, Microsoft word, and Spreadsheet, with immaculate telephone etiquette. 70 words per minute typing level.

## **Work Experience:**

February 2019-August 2023 San Diego Central Library Customer Service Agent

- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Managing a team of junior customer service representatives.
- Ensure customer satisfaction and provide professional customer support.

February 2017-September 2018 LifeLock Customer Service Representative

- Listen to customers' concerns, issues and questions
- Resolve customers' concerns and answer customers' questions to your best ability
- Maintain a positive attitude and calmly respond to customers' complaints
- Open new customer accounts
- Attract customers by promoting the product and company positively, answering questions and addressing concerns as they arise
- Recommend possible products to meet the customers' needs
- Refer issues and questions to managers if necessary
- Prepare product and customer reports by gathering data collected during customer interactions

April 2011-December 2016 ACC Customer Care Front DeskAdministrator

- Providing information and answering employee questions about payroll related matters.
- Managing electronic timekeeping systems or manually collecting and reviewing timesheets.
- Calculating payable hours, commissions, bonuses, tax withholdings, and deductions. Preparing and issuing earnings statements.
- Issuing paychecks and managing direct deposits.
- Maintaining employee records.
- Coordinating with the HR department to ensure correct employee data.
- Providing administrative assistance to the accounting department.

January 2008-April 2011 Coca Cola Enterprises Payroll Administrator/ Warehouse Clerk

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July 2003-January 2008 US Navy

- Serves as the principal administrative support for division heads and activity managers
- Advises program personnel on administrative policies, procedures and practices.
- Maintains an accurate file system of online and hard copy documents to enable quick and efficient retrieval of information.
- Serves as department point of contact for ordering supplies, distributing cell phones along with validating monthly phone bills, ordering NAVFAC bullets
- Monthly data and reports and forwarding to the region office, NAF credit card approving official and monitoring/tracking business plan progress.
- Schedules meeting, appointments, and conferences, prepares and distributes agenda and takes notes when directed.
- May be assigned to enter or report time and attendance date for non-appropriated fund or appropriated fund employees in other departments.
- Director's Account, reviews financial reports, compares to budget, investigates variances and provides execution explanations for high level review.

## **Education**

Southwestern College 9/2010 – 5/2012

(AA in Business Administration)

Mout Miguel High School 1999 -2002

**References Available Upon Request**