

Onita Beall

Customer Oriented Representative

Dallas, TX

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214-477-8172

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Hilton HHonors - Carrollton, TX

May 2002 to February 2004

Call center environment where I answered up to 100 inbound calls daily regarding the members's hotel reward accounts via email and phone.

Customer Care Associate

Arch Wireless - Dallas, TX

February 2000 to March 2002

Wireless paging call center where I was responsible for relaying billing information, customer service issues and also served in the retail sales department upselling and activating new retail pager accounts via phone.

Education

High school or equivalent in Journalism

Lincoln Hum./Com. Magnet - Dallas, TX

August 1982 to May 1986

Skills

Customer Service, Call Center, Customer Care, CSR, Customer Support

Assessments

Customer Service Skills — Familiar

November 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: https://share.indeedassessments.com/share_assignment/ikwpma-o-pa4m3us

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.