

Tracy Hartway

111 Taylor st.

San Francisco, CA 94102

nichellelove.th@gmail.com (916) 678-8280

3Professional Summary

Resourceful Customer Service Specialist who consistently meets and exceeds productivity goals. Proven capacity to resolve customer complaints quickly and efficiently. Maintain a high level of professionalism, patience, and superior work ethics. Exceptional interpersonal skills' and adept at learning product lines, new systems, and software. High level of commitment to exceed customer satisfaction and conquering challenges in order to drive business forward.

Skills

- Critical thinking
- Multi-tasking
- Goal oriented
- Personable
- Strong Phone Presence
- Versatile
- Flexible
- Communicative

Work History

Customer Service Representative

ACT – Bank of America - Sacramento, CA

September 2017 to July 2018

Taking calls for BOA prepaid Visa card services. Using authentication to verify identity and authenticate customers to accounts. Review transactions and deposits. Preventative fraud measures. Problem solving, ordering debit cards, statements, and initiating Western Unions. Referring to sponsor or website as needed. Profile updates and data entry.

Volunteer / Community Outreach

Soul2Soul Inc. – Sacramento, CA

February 2017 to June 2017

Warehouse pickup, loading, and unloading of food. Overseeing food distribution. Supervising delegation of clothing to community residents. Catering, food preparation, serving, and busing tables. Greeting customers, taking food orders, and delivering food to tables in a timely manner. Collecting donations and cultivating relationships with community members. Training and mentoring.

Retail Associate

The Soul Boutique - Sacramento, CA

January 2017 to June 2017

Worked directly with owner to increase store performance. Responsible for opening and closing boutique. Merchandising preparation and ticketing. Customer satisfaction resolution. Assisted in negotiations with vendors, pricing, and made buying recommendations. Visual merchandising and inventory management.

Writer / Editor

Tracy Hartway, Author

February 2015 to December 2016

Created fiction novels for publishing houses. Book transcription and proofreading. Line-edited manuscripts to be submitted for publication. Researching publishers and curtailing query letters to publisher guidelines. Purposeful and timely execution of book composition. Meticulous attention to detail and the copulation of a cohesive timeline.

Education

Associate Of Arts: Social Sciences

Sacramento City College - Sacramento CA

2016

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