

Takesha Smith

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Dedicated Customer Service/Call Center Representative with 10+ years experience. Strong telephone, customer service, sales, interpersonal and organizational skills with a keen ability to problem solve a variety of challenges.

WORK EXPERIENCE:

Quality First Home Improvement - Citrus Heights, California
Marketer/Data Entry/Front Desk 2016-2019

- Answer and take minutes for all incoming front desk calls. Warm and cold call home owners regarding home improvement needs and set appointments for in home sales demonstrations.
- Enter running leads and dispositions into Dataforma customer database system for all canvassers and marketers in the company (3 Sacramento Offices, Concord, San Jose, Redding and Reno, NV).
- Prepare and fax next day leads to Site Managers for Sales Reps daily schedules and prep marketer leads.
- Perform address checks, make customer calls for sales reps (ie. running late, push, resets and fronts) mapping and problem solving.

Fund for the Public Interest-- Sacramento, California
Telephone Outreach Specialist 2013-2016

- Contact members of environmental groups through automatic dialing phone system.
- Inform members of environmental campaigns by reading a computer generated script.
- Persuade members to renew membership (preferably by credit card) and contribute at a higher level, monthly, yearly or special appeals.
- Train new employees.

Amtel, Inc. - Santa Clara, California
Project Manager 2010– 2013

- Managed Fortune 500 Companies billing and order management of all telecommunication services using TIMS (Telecom Information Management System) software platform and Excel spreadsheets.
- In depth knowledge of mobile carrier plans, maintained billing system; resolved billing inconsistencies.
- Entered and updated tables, rate plans, system configurations, and new product definitions; coordinating procedures with system engineers.
- Conducted audits and provided recommendations for system enhancements; approved acceptance testing.
- Protected company telecom assets by investigating unusual changes in account billing; recommending blocks and providing explanations.
- Prepared billing reports by collecting, analyzing, and summarizing data and trends.

EDUCATION: Business Management - Bristol University - Bristol, TENN.

REFERENCES: Available upon request.