

Takesha Smith

3009 La Rue Way Rancho Cordova, California 95670

Cell: 916-470-1812 E-Mail: slbw01@yahoo.com

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.