

**Beverly Stallings**  
**Willowbrook CA, 90222**  
**(424) 200-5707**  
[B\\_rstallings@yahoo.com](mailto:B_rstallings@yahoo.com)

### **Summary of Qualifications**

- 10+ years of excellence in customer service and customer satisfaction
- 7 years of Supervisory and Management skills
- Knowledge of various Microsoft Office Applications including: Microsoft Word, Excel, PowerPoint.
- 40 wpm

### **Professional Experience**

2019-Present **The West Hollywood Edition, Café Attendant** **West Hollywood, CA**  
Responsible for the upkeep and organization of the employee cafeteria. Duties include maintaining the food levels and cleanliness of the Café as well as opening and closing and clean up during the lunch and Dinner hours.

2019-Present **The Service Company, Service Worker** **Los Angeles, CA**  
Responsible for providing excellent customer and hospitality services for various companies and events while maintaining an excellent relationship between client and company. Duties included but not limited to; Server, Dishwasher, Cashier, Concierge, Concessionaire, food runner and Steward.

2019-2020 **Levi's Straus Jeans, Field Agent** **Downey, CA**  
Responsible for rearranging and maintaining the organization of the Levi's merchandise within the men's Levi department, Big and Tall, and Levi stock room of JCPenney. Also assisted customers in answering questions about Levi's jeans and locating the Levi's merchandise of their choosing. Other responsibilities including training new hires and keeping current employees updated on new information passed down by management regarding new shipments, and floor plan changes.

2017-2019 **ZGallerie, Floor Lead** **Gardena, CA**  
Primary duty is to monitor the daily call flow and making on the spot adjustments to the staffing levels to ensure that the company's goals are met. Other duties included; taking escalated calls both live and outbound. Batched out every agent's FD-130 card machine, at the end of day, in order to tally the daily credit card purchase totals at end of business day. Processed request submitted by an agent in order to resolve a customer's issue.

2017-2018 **Nordstrom, Customer Service Associate** **Santa Ana, CA**  
Worked in a large call center taking 50-100 calls a day. Assisted customers with information regarding their Visa, Debit, and Rewards program accounts. Informed customer of their Balances, credit limits, and took payment over the phone. Assisted customer with updating their information in the system. Assisted store reps with updating customer information, assisted with locating specific customer accounts and directed them to correct dept.

2017-2018 **United Healthcare, Customer Service Rep (financial services)** **Cypress, CA**  
Worked in a large call center taking 50-75 calls a day. Responsible for assisting customers with information regarding their FSA, HSA and HRA accounts based on guidelines issued by their employer.

2014-2017 **Global Solutions Inc. ACE- Team Lead (DIRECTV)**  
Managed over 20 employees in a large call center. Responsible for weekly and monthly coaching  
Managed employee issues regarding attendance, performance, conduct, and delivered appropriate corrective action as needed.  
escalated customer issues and handled daily approval of timecards and schedules. Other positions held: **GM- Interim Team Lead and SME (Trainer)**

2006-2010 **Cynergy Computer Services, Customer Service Manager** **Compton, CA**  
Oversaw and managed entire front office. Managed 6 employees. Arranged and managed employee schedules and timesheets. Assisted owner with the maintenance of client information. Scheduled service appointments. Performed bank deposits.

2013-2014 **Crystal Stairs, Child Care Provider/independent contractor**

**Los Angeles, CA**

2011-2018 **Cambrian Home care, Respite Care Work**

**Long Beach, CA**

### **Education**

**Beverly Stallings**  
**Willowbrook CA, 90222**  
**(424) 200-5707**  
**[B\\_rstallings@yahoo.com](mailto:B_rstallings@yahoo.com)**

**Diversified Language Institute, Los Angeles, CA /Business Administration Graduation June 2010**