

Beverly Stallings
Willowbrook CA, 90222
(424) 200-5707
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 assuring 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 monitoring 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 agents 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

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