

**Jibhri Jimmerson**  
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## CUSTOMER SERVICE PROFESSIONAL

### Summary of Qualifications

- More than two years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
- Possess solid computer skills.
- Excellent working knowledge using Microsoft Excel, WordPerfect, Microsoft Word.
- Ability to train and motivates customer service employees.
- A team player, acknowledged as "Client Support Professional."
- Excellent Communication Skills
- Effective team player
- Superior organization skills
- Flexible scheduling
- Resolution-oriented
- Dependable and reliable

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### Overview of Achievements

- Maintain up to 48 plus calls per day in high call volume.
- Received bonus for willing to recommend the company and also received recognition for superior customer service skills while maintaining a positive attitude.
- High score rating for satisfaction survey, drastically reducing potential problems.

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### Career Profile

#### *Teleperformance AT&T, Albany GA*

##### **Customer Service Representative**

2013

- Customer service and sales expert who identifies customer needs and delivers solutions to problems.
- Support sales reps in opening new accounts and upgrading existing service.
- Quickly and effectively solve customer challenges.
- Maintain quality control/satisfaction records, constantly seeking new ways to improve customer service.
- Offer fast, friendly service and driven to exceed sales goals and build long-term relationships with customers.

#### *Wal-Mart*

##### **Customer Support**

2013-2014

- Greet customer with an upbeat tone. Maintain knowledge about store products and sales to ensure the customer receives the best value for their money.
- Offer additional assistants to the customer to ensure all resolutions have been solved.
- Maintain Clean and organized work place to ensure safety protocol.

**Pep Boys Distribution Center 2014-2015**

- Placed orders for customers in a fast paced environment.
- Maintained high score per minute and placed orders in a timely fashion.
- Load and unload trucks while maintaining and abiding by safety rules.
- Delivered freight using an electric pallet jack

**Southern Tire Mart- Pick up & Delivery Driver 2016-17,  
2018,2019**

- Maintain all safety regulations driving company vehicle
- Delivered freight to customers offering fast, friendly service.
- Knowledgeable with Dept. of Transportation regulations
- Load & unload trucks using forklift
- Retread and repair 18 wheeler tires.
- Powered coating rims and inspect wheels and tires for damages.

**Best Drive July-2019 to Present Service Tech**

- Mount & Dismount tires for retread and repair.
- Change tires on 18 wheelers daily

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**Education**

*Albany State University*

*2011-2012*

**Dishwasher Test****Score 8 / 10**

C ✓ 1) After washing your hands, which item should be used to dry them?

- a) Clean apron
- b) Sanitized wiping cloth
- c) Single use paper towel
- d) Common used cloth

C ✓ 2) While washing dishes by hand, which item should you wear?

- a) Cutting glove
- b) Oven Mitt
- c) Rubber glove
- d) Nothing

D ✓ 3) When should you wash your hands?

- a) Before you start work
- b) After handling non-food items (garbage, money, cleaning chemicals)
- c) After using the restroom
- d) All of the above

B ✓ 4) If you need to move a heavy load, you should PULL and not PUSH the object.

- a) True
- b) False

E ✓ 5) Which of the following could you be at risk for getting burned from?

- a) Steam from boiling pots
- b) Hot liquids (coffee, soup, tea)
- c) Hot equipment (ovens, pots, chaffing dishes)
- d) Harsh chemicals
- e) All of the above

A ✓ 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.

- a) True
- b) False

C ✓ 7) What should you do if you spill liquids or see a liquid spill?

- a) Leave it for someone else to clean-up
- b) Wait until the end of your shift to clean it
- c) Flag the spill and clean it immediately
- d) Not sure

C ✓ 8) When handling hot items you should?

- a) Wear rubber gloves
- b) No need to wear anything
- c) Use an oven mitt or dry cloth towel
- d) Nothing

C ✗ 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?

- a) Rinsing
- b) Scraping
- c) Washing
- d) Sanitizing

B ✗ 10) What is the proper method for cleaning and sanitizing stationary equipment?

- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
- b) Spray with a sanitizing solution, then rinse with clean water and dry
- c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
- d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution