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### **Objective**

A well-organized individual with excellent customer service skills. Work well as a team or individually to complete a task. Self-motivated, detailed oriented, and willing to learn.

### **Skills**

Verbal Communication	Customer Focus
Phone Skills	Customer Service
Listening	Attention to Detail
Data Entry Skills	Professionalism
People Skills	Multi-tasking
Informing	

### **Education**

Savannah State University	May 2016
Bachelors of Science in Behavior Analysis	

### **Experience**

Computer Generated Solutions	Jan 2017-Apr 2018
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#### **Call Center Representative**

- Apply understanding and knowledge of information systems products and services to assist customers on technical matters.
- Recognize research, isolate and resolve information system problems.
- Type and enter information into a database while a customer is speaking
- Recognize customer's problems that should be escalated to the next level for resolution following established protocols.
- Maintain up-to-date knowledge of products and customer entitlement options to provide proper information to customers.
- Be knowledgeable of resource materials in order to provide information on client inquires.
- Demonstrate quality communications skills and exhibit a high level of professionalism with extreme sensitivity to customer satisfaction.
- Use courtesy, tact and discretion in all communications with customers.
- Screen and handle calls as appropriate
- Performs other duties and tasks as assigned by the Team Lead

Safe Horizon

Aug 2016-Dec 2016

**Call Center Representative**

- Obtains client information by answering telephone calls; interviewing clients; verifying information.
- Determines eligibility by comparing client information to requirements.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.

**Cashier Test**

**Score** / 15

A

1) A roll of quarters is worth?

- a) \$5.00
- b) \$10.00
- c) \$15.00
- d) \$20.00

B

2) A roll of dimes is worth?

- a) \$5.00
- b) \$4.00
- c) \$3.00
- d) \$2.00

D

3) A roll of nickels is worth?

- a) \$8.00
- b) \$6.00
- c) \$4.00
- d) \$2.00

A

4) A roll of pennies is worth?

- a) \$1.00
- b) \$0.75
- c) \$0.50
- d) \$0.25

C

5) What does POS stand for?

- a) Patience over standards
- b) Percentage of sales
- c) Point of sales
- d) People over service

      

6) What is the current sales tax rate in your city \_\_\_\_\_?

C

7) A customer buys a bowl of soup for \$1.25, an apple \$0.90 and a soda is \$0.79. If you are given \$10.00 how much change should you give back?

- a) \$4.06
- b) \$2.06
- c) \$7.06
- d) \$5.06

$$\begin{array}{r}
 1.25 \\
 .90 \\
 \hline
 .79 \\
 \hline
 3.94
 \end{array}
 \quad
 \begin{array}{r}
 10.00 \\
 - 2.94 \\
 \hline
 7.06
 \end{array}$$

B

8) A customer buys two shirts for 10.50 each and two ball caps for \$7.25 each. If you are given \$50.00 how much change should you give back?

- a) \$19.50
- b) \$14.50
- c) \$9.50
- d) \$4.50

$$\begin{array}{r}
 10.50 \\
 10.50 \\
 \hline
 21.00
 \end{array}
 \quad
 \begin{array}{r}
 7.25 \\
 7.25 \\
 \hline
 14.50
 \end{array}
 \quad
 \begin{array}{r}
 50.00 \\
 - 35.00 \\
 \hline
 14.50
 \end{array}$$

D

9) A customer buys soda for \$3.75 and a hot dog for \$4.25. If you are given \$20.00 how much change should you give back?

- a) \$6.00
- b) \$8.00
- c) \$10.00
- d) \$12.00

$$\begin{array}{r}
 3.75 \\
 4.25 \\
 \hline
 8.00
 \end{array}
 \quad
 \begin{array}{r}
 20.00 \\
 - 8.00 \\
 \hline
 12.00
 \end{array}$$

A

10) A customer buys two hamburgers at \$3.75 each, two bags of chips at \$1.25 each, two cookies at \$2.50 each and two sodas at \$3.25 each. If you are given \$100.00 how much change should you give back?

- a) \$78.50
- b) \$58.50
- c) \$38.50
- d) \$28.50

$$\begin{array}{r}
 100.00 \\
 - 75.00 \\
 \hline
 25.00
 \end{array}
 \quad
 \begin{array}{r}
 3.75 \\
 3.75 \\
 \hline
 7.50
 \end{array}
 \quad
 \begin{array}{r}
 1.25 \\
 1.25 \\
 \hline
 2.50
 \end{array}
 \quad
 \begin{array}{r}
 2.50 \\
 2.50 \\
 \hline
 5.00
 \end{array}
 \quad
 \begin{array}{r}
 3.25 \\
 3.25 \\
 \hline
 6.50
 \end{array}
 \quad
 \begin{array}{r}
 75.00 \\
 - 6.50 \\
 \hline
 68.50
 \end{array}$$

**Cashier Test**

**Score**   / 15  

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11) Counterfeit pens should be used on which three denominations?

- a) \$20, \$50, \$100
- b) \$10, \$20, \$50
- c) \$5, \$50, \$100
- d) \$10, \$20, \$50

12) How many times should you count change when giving it to the customer?

- a) one
- b) two
- c) three
- d) no need to count

**Question & Answer:**

13) What is the minimum age for legal alcohol purchases? \_\_\_\_\_

14) What are the acceptable forms of ID for alcohol purchases? \_\_\_\_\_

15) How many \$20 bills are in a bank band? \_\_\_\_\_