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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
- 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
- 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
- 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

$$\begin{array}{r} 1.25 \\ .90 \\ \hline 2.15 \end{array}$$

$$\begin{array}{r} 10.00 \\ - 2.94 \\ \hline 7.06 \end{array}$$

$$\begin{array}{r} 10.50 \\ 10.50 \\ \hline 21.00 \end{array} \quad \begin{array}{r} 7.25 \\ 7.25 \\ \hline 14.50 \end{array} \quad \begin{array}{r} 21.00 \\ 14.50 \\ \hline 35.50 \end{array} \quad \begin{array}{r} 50.00 \\ - 35.50 \\ \hline 14.50 \end{array}$$

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

$$\begin{array}{r} 100.00 \\ - 21.50 \\ \hline 78.50 \end{array}$$

$$\begin{array}{r} 3.75 \\ 3.75 \\ \hline 7.50 \\ 1.25 \\ 1.25 \\ \hline 2.50 \\ 2.50 \\ \hline 5.00 \\ 3.25 \\ 3.25 \\ \hline 11.50 \end{array}$$

_____ 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? _____