

Kenneth Tabb

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Highly skilled and meticulous Call Center Representative with a superb record of customer satisfaction. 5 years of experience in heavy inbound call volume settings. I am seeking a position where I can Excel within a company and gain more expertise in the customer service field. I am aiming to become a part of a growing organization that strives for great success and development

Willing to relocate to: Decatur, GA - Lithonia, GA - Atlanta, GA

Authorized to work in the US for any employer

Work Experience

Help Desk Technician

WorldPay - Atlanta, GA

February 2018 to September 2018

Responding to queries via chat, email, or phone.

Training other staff members on troubleshooting and diagnosing problems of P.O.S. systems

Handle secure financial information via email and phone

Writing, editing, and revising training manuals for new and updated software and hardware.

Providing technical assistance for questions and problems.

Troubleshoot P.O.S. terminals over the phone.

Call Center Representative/Customer Service

Hotwire Communications Tucker - Tucker, GA

October 2016 to January 2018

- Serve as primary support liaison between Hotwire Communications and our residential customers
- Work with customers to identify needs and to determine the appropriate action
- Educate customers on the billing process and take payments.
- Upsell our telecom products and activate phone, cable, and internet services.
- Maintain quality, accuracy and professionalism in a fast-paced environment
- Manage customer's accounts and service orders

iTunes adviser

Concentrix - Norcross, GA

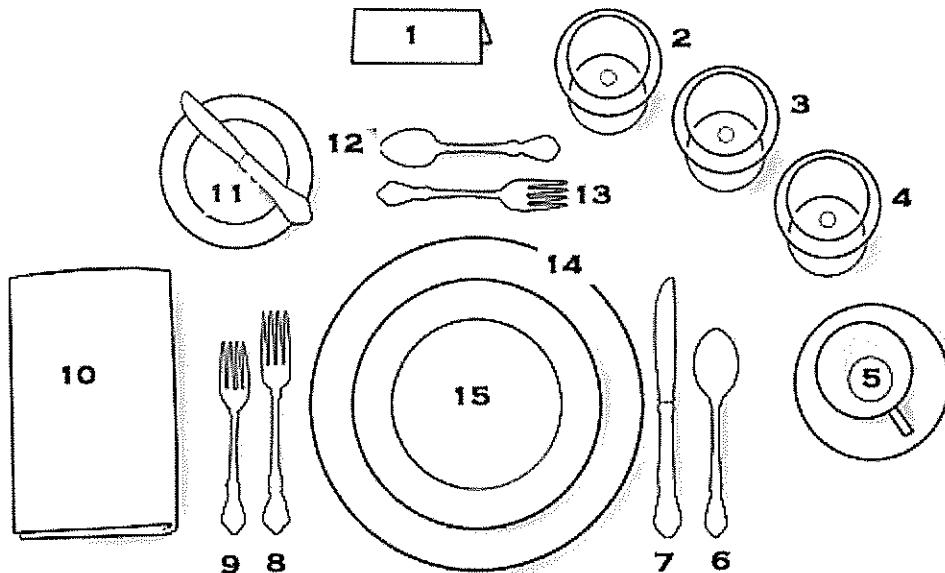
October 2014 to September 2016

Maintain records of all customer interactions

- Handle Customer's account and billing information with professionalism and care
- Issue refunds when needed
- Handle an average of 50 inbound calls a day and 40 outbound calls made a day
- Communicating with customers in a courteous manner using approved scripts as needed via phone or written correspondence

Troubleshoot various Apple products

Servers Test



Match the Number to the Correct Vocabulary

<input checked="" type="checkbox"/> <u>10</u>	Napkin	<input checked="" type="checkbox"/> <u>3</u>	Dinner Fork
<input checked="" type="checkbox"/> <u>11</u>	Bread Plate and Knife	<input checked="" type="checkbox"/> <u>5</u>	Tea or Coffee Cup and Saucer
<input checked="" type="checkbox"/> <u>1</u>	Name Place Card	<input checked="" type="checkbox"/> <u>7</u>	Dinner Knife
<input checked="" type="checkbox"/> <u>12</u>	Teaspoon	<input checked="" type="checkbox"/> <u>2</u>	Wine Glass (Red)
<input checked="" type="checkbox"/> <u>13</u>	Dessert Fork	<input checked="" type="checkbox"/> <u>9</u>	Salad Fork
<input checked="" type="checkbox"/> <u>6</u>	Soup Spoon	<input checked="" type="checkbox"/> <u>14</u>	Service Plate
<input checked="" type="checkbox"/> <u>15</u>	Salad Plate	<input checked="" type="checkbox"/> <u>3</u>	Wine Glass (White)
<input checked="" type="checkbox"/> <u>4</u>	Water Glass		

Fill in the Blank

1. The utensils are placed 1-2 inch (es) from the edge of the table.
2. Coffee and Tea service should be accompanied by what extras? milk, sugar (cream)
3. Synchronized service is when: _____
4. What is generally indicated on the name placard other than the name? meal choice
5. The Protein on a plate is typically served at what hour on the clock? 4-6
6. If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?

Servers Test

Multiple Choice

A

1) Food is served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

C

2) Drinks are served on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

D

3) Food and drinks are removed on what side with what hand?

- a) On the left side with the left hand
- b) On the left side with the right hand
- c) On the right side with the left hand
- d) On the right side with the right hand

A

4) What part of a glass should you handle at all times?

- a) The stem
- b) The widest part of the glass
- c) The top

D

5) When you are setting a dining room how should you set up your tablecloths?

- a) Neatly and evenly across the tables
- b) The creases should all be going in the same directions
- c) The chairs should be centered and gently touching the table cloth
- d) All of the above

D

6) If you bring the wrong entrée to a guest what should you do?

- a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn
- b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served
- c) Try to convince the guests to eat what you brought them
- d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

Match the Correct Vocabulary

-  D Scullery
-  G Queen Mary
-  A Chaffing Dish
-  B French Passing
-  G Russian Service
-  F Corkscrew
-  C Tray Jack

- A. Metal buffet device used to keep food warm by heating it over warmed water
- B. Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron)
- C. Used to hold a large tray on the dining floor
- D. Area for dirty dishware and glasses
- E. Large metal shelving unit for prepared food to be held or for dirty trays to be stored
- F. Used to open bottles of wine
- G. Style of dining in which the courses come out one at a time

Buffet Service Test

Multiple Choice:

1. The first thing a client is going to notice about you is:

- How much you went through to get there
- How far you had to park
- What you look like when you report for duty
- How Punctual you are
- A&B only
- C&D only
- All of the above

2. BEO stands for:

- Banquet Efficiency Order
- Better Events Organization
- Banquet Event Order
- Best Ever Odor
- None of the above

3. Once your chafing dish is set up, the next step is to add what to the pan:

- The food
- Hot Water
- Cold Water
- Jelly from the Sterno can
- None of the above

4. Which is an acceptable way to lite a sterno can?

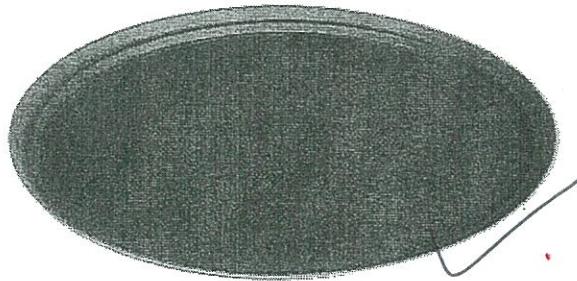
- With matches
- With a regular cigarette lighter
- With a long-neck lighter
- All of the above
- None of the above

1

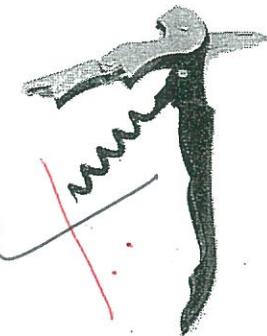
Name that item:



wick



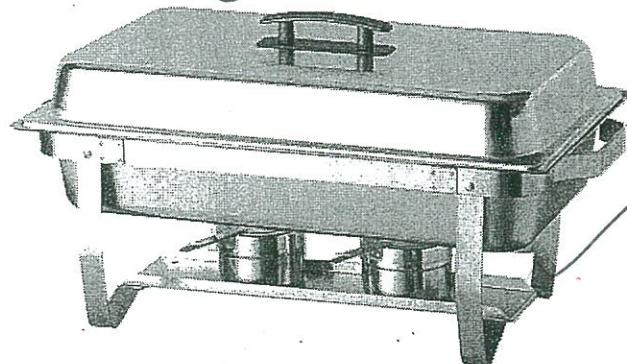
serving dish



waiterscorkscrew



tray



chafing dish



long reach