

Rhonita Freeman

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Objective To obtain a position with an organization that will allow me to effectively utilize my professional experience and training. I have an exceptional ability to comprehend difficult assignments while adhering to details.

Education **Dekalb Technical College** Lithonia, Georgia
Business (1999 to 2001)

Skills High energy, self motivated, with a strong sense of urgency and a desire to continually improve. Proven record of establishing goals and exceeding job responsibilities. Superior organizational, oral, and written communication skills. Ability to supervise and complete multiple tasks efficiently.

Experience **Priority Payment Systems** Alpharetta, Georgia

First Data Customer Service and Tech Support (2015 to Present)

- Plan and organize department events such as department luncheons, National Customer Service Week, Holidays, Anniversary & Birthday Celebrations/Décor.
- Maintain event budget. Conduct meetings with VP and Assistant VP to finalize events.
- Editor of company's monthly newsletter.
- Resolves product or service problems by clarifying the customer's complaint.
- Select and explain the best solution to solve the problem.
- Expedite corrections or adjustments.
- Maintains customer records by updating account information.

WorldPay USA Atlanta, Georgia

Contracts Processing Analyst (2014 to 2015)

- Assisted with the boarding and implementation of new accounts.
- Conducted quality control on the customer processing agreements for new clients.
- Created a system of checks and balances to ensure that there was no fraud on rates and fees as well as banking information for clients.

WorldPay USA Atlanta, Georgia

Account Manager (2006 to 2014)

- Resolved escalations from the Better Business Bureau and social media sites.
- Subject matter expert of the change of ownership process and the source of knowledge for the internal needs of specific client information.
- Supported existing account relationships and account plans to ensure they remain, healthy, productive and mutually beneficial.
- Trained and mentored new representatives on achieving customers' overall satisfaction by providing quality account management.

Regal Entertainment Group Atlanta, Georgia

Assistant Manager (2001 to 2006)

- Managed a team of 35 to 40 employees by providing performance coaching and mentoring.
- Conducted weekly inventory, prepared accounts payable and cash deposits.
- Created and distributed schedule assignments to the team.
- Conducted weekly staff meetings.

References *Excellent professional references available upon request.*