

Kalia K. Crowder

4806 Alvin St Apt B, Houston, TX 77033 | (832) 729-4628 | kaylianas1momi@gmail.com

Objective

To obtain employment in any area seeking a positive, determined, and ambitious individual capable of performing any tasks given and/or acquiring and using skills needed to succeed in a professional setting

Education

BASIC STUDIES: DIPLOMA | 2011 | GLENDA DAWSON HIGH SCHOOL

Major: Basic Studies (Math, English, Science)

Grade Point Average: 3.0

BASIC STUDIES: ASSOCIATE'S CERTIFICATE | 2018 | HOUSTON COMMUNITY COLLEGE SYSTEMS

Major: Liberal Arts

Grade Point Average : 2.0

Skills & Abilities

Can type up to at least 60 words per minute

Can read over 80 words per minute

Can provide excellent customer service satisfaction when interacting with public

Can work quite well with fellow employees

Can be easily taught the task

Quite courteous and diligent in professional settings

Experience

BAGGER/OVERNIGHT STOCKER | H-E-B | OCTOBER 2009 – DECEMBER 2010

Bagged customers groceries providing genuine customer service satisfaction

Stocked and re-stock merchandise and/or customers' returns

ADMINISTRATIVE ASSISTANT | TEXAS HEALTH CARE CLINIC | FEBRUARY 2011 – MAY 2014

Front desk receptionist duties i.e. sign-in of patients

Input data of patients' medical records into e-file (as well as manually)

Appointment date set-ups

Confirm patients' prescription forms over phone with pharmacies

Fax data (medical records, copies of prescriptions, etc.) to patients' care providers

CUSTOMER SERVICE REPRESENTATIVE | DISH NETWORK | JUNE 2014 - FEBRUARY 2016

Inbound call center representative

Inform customers of new and existing customer offers and/or deals
Answer customers' inquiries about company's services
Make payments/start new services
Provide technical support via telephone

PAWNBROKER | VALU + PAWN | JULY 2016 - JANUARY 2017

Offer loans in turn for customers' merchandise
Sale and buy merchandise according to customers' financial needs
Set up layaways for customers

OVERNIGHT MAINTENANCE | WAL-MART | FEBRUARY 2017 - MARCH 2018

Maintain cleanliness in back warehouse offices, restrooms, and vestibules
Keep trash from customers' walkways

ACCOUNT SERVICES REPRESENTATIVE | CONDUENT | MARCH 2018 - NOVEMBER 2018

Answer all customers' billing questions associated with their account
Upgrade and/or add services to cable, internet, and telephone services
Take customers' payments

CASHIER | KROGER'S CO | JANUARY 2019 - MAY 2019

Handle all customers' payments (cash, card, etc) for grocery items and
distributing change for said transaction while providing excellent
customer service

SECURITY OFFICER | ALLIED UNIVERSAL | JUNE 2019 - CURRENT

Monitor all access to the facility through the turnstiles; post is back gate
Inspect TWICs and lunches as contractors enter facility
Keep gate locked before and after the start and end of shifts

Licenses/Certifications

TWIC certified

Licensed pawnbroker