

# Shantescika Wade

## **Customer service**

Atlanta, GA 30310

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+1 202 221 2647

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

Gatestone & Co. Inc

February 2020 to Present

Answered inbound and placed outbound calls. Took payments placed orders, sales, technical support, created orders, provided superb customer service. Applied credit when necessary, etc

### **Food Service Worker**

Peopleready - Atlanta, GA

March 2014 to May 2022

I have food prep experience 4 years

I have banquet server experience

I have line cook experience

I have food server experience

Worked at multiple locations gwcc, Mercedes' Benz stadium, ga tech, ga state, etc

### **Call Center Representative**

Convergent Solutions, Inc. - Atlanta, GA

April 2019 to October 2019

Answered 1 Inbound calls. Created bpems. Familiar with sap. Utilities payments.made orders when necessary. Created business partners and new accounts. Etc

### **Customer Service Representative**

AmericasMart - Atlanta, GA

April 2018 to August 2019

Worked at front desk registered individuals. Scanned documents. Verified information by obtaining and checking credentials of businesses for potential buyers and exhibitors. Checked ids of under age kids and required a waiver to be signed along with additional information. Filed documents and all other tasks assigned during americas mart shows. Handled call center outbound registering customers over the phone.

## Education

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### **Associate in sociology**

Georgia State University - Atlanta, GA  
January 2017 to Present

### **Diploma in ged**

Atlanta Technical College - Atlanta, GA  
November 2014 to Present

## Skills

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- Customer Support
- Customer Service
- Customer Care
- Call Center
- CSR
- IVR
- SAP
- Microsoft Office
- Banquet Experience
- Food Preparation Experience
- Food Safety Experience
- Food safety
- English
- Cash handling
- Culinary experience
- Catering
- Kitchen Experience
- Communication skills
- Sales

## Certifications and Licenses

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### **ServSafe Food Handler**

Present

### **Food Handler**

## Additional Information

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### Qualifications

- Excellent computer knowledge; Strong 2 year background in the customer service field.
- Passionate about achieving a meaningful position that allows meaningful contributions to a business' success.
- Dynamic personality that inspire those who work around me.
- Persistent and driven; superb leadership; interpersonal; excellent planning and communicating skills.
- Over 2 years call center inbound/outbound
- Troubleshooting and technical support