

# Shalandra Harris

Montgomery, AL 36116

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

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## Work Experience

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### **Medical Receptionist**

Taylor Internal Medicine - Montgomery, AL

January 2022 to Present

### **Customer Service Representative**

Adecco - Remote

July 2021 to April 2022

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication “scripts” when handling different topics
- Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level
- Meet personal/team qualitative and quantitative targets

### **Customer Service Representative**

Kelly Services - Remote

January 2020 to June 2020

Managing large amounts of inbound and outbound calls in a timely manner. Following call center “scripts” when handling different topics. Identifying customers' needs, clarify information, research every issue and providing solutions.

### **Customer Service Representative**

Conduent - Remote

June 2018 to March 2019

Managing large amounts of inbound and outbound calls in a timely manner. Following call center “scripts” when handling different topics. Identifying customers' needs, clarify information, research every issue and providing solutions.

### **Call Center Representative**

ASK - Montgomery, AL

May 2017 to September 2017

to respond to incoming calls from the customers to take their orders, answer questions and inquiries, troubleshoot problems, provide information and handle complaints regarding the organization's products or services

### **Customer Service Representative**

Alorica

February 2016 to April 2017

Answer incoming calls from customers to take orders, answer inquiries and questions, handle complaints, troubleshoot problems and provide information.

### **McDonalds Crew Member**

mcdonalds - Union Springs, AL

April 2014 to December 2014

### **Cashier**

McDonald's - Talladega, AL

May 2013 to August 2014

## Education

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### **Diploma**

Talladega High School

## Skills

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- Typing (1 year)
- Customer Service Skills (1 year)
- Communications (1 year)
- Communication skills (4 years)
- adaptability (5 years)
- Sales
- Organizational Skills
- Data Entry
- Computer Skills
- Computer Operation
- Cold Calling
- Cash Handling
- 10 Key Data Entry
- Technical support
- Medical terminology
- Customer support
- Google Docs
- Analysis skills
- Quality assurance (2 years)

- Genesys (1 year)
- Telemarketing
- Live chat
- Dealership experience
- Underwriting
- Fraud
- Accounting