

# DEIJA PARKER

## OBJECTIVE

My primary objective as a detail-oriented administrative professional, is to seek a position to leverage my strong organizational skills and experience in office management to enhance operational efficiency and support team success.

## REFERENCES

Available upon request.

## ADDRESS

Reseda, California

91335

## PHONE

813\*409\*7578

## EMAIL

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## EXPERIENCE

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### SAFELITE AUTOGLASS (January 2016- Current)

- Store Manager (July 2023-Current)
- Assistant Store Manager (March 2023- July 2023)

*Drive team performance to ensure key performance indicators (KPI's) and company goals are met or exceeded, including but not limited to: Net Promoter Score, Time to Serve, job completion, customer conversion and quality metrics, as well as compliance with federal, state, and local regulations.*

*In conjunction with the other field leaders, ensure that every technician is SafeTech certified and through training, re-training, and coaching that all technicians are performing quality installs or repairs on every job.*

*Provide world class customer service by responding quickly to client complaints/warranty issues.*

*Oversee hiring and onboarding initiatives, including but not limited to training, employee relations, scheduling, Retention and terminations.*

- Service Delivery Manager: (2018-2022)

*Partners with Market Operations to create seamless customer service experience through the management of the customer advocate and market dispatch teams.*

*Monitoring of route capacities, open and close times, zip code maintenance and store parameter maintenance.*

*Serves as the local liaison to various corporate functions to report, investigate, track, and resolve customer problems quickly. Audits market adherence to the company's service operations and policies and processes and makes recommendations for improvement.*

*Resolves all over/short money issues.*

- Customer Advocate: (2017-2018)

*Handles incoming calls, emails and faxes for service issues, pricing, warranties, commercial, dispatch, repair, cash, wholesale, and same day reschedules/cancellations. Takes care of administrative tasks such as handling buyouts, invoicing work orders and processing credit memos and rebills.*

- Training Coordinator: (2016-2017)

*Teach and develop new hires in the call center. Monitor and observe new hire performance to reach full potential in the auto-glass sales industry and equip the future leaders at Safelite by maintaining KPI's.*

### TALKING STICK RESORT (MARCH 2016- SEPTEMBER 2017)

- Professional NBA Dancer

*Professional Dancer for the Phoenix Mercury and Phoenix Suns*

*Game Entertainment includes being the energetic and positive face of the corporation at games, in-house competition, and local events and appearances.*

## **BUSCH GARDENS (FEBRUARY 2010- NOVEMBER 2015)**

- **Entertainer**

- *Assistant Show Trainer- Conduct rehearsals for current and new hire employees. Watch, critique, and give notes on performances. Assist in being the line of communication between management and the cast and team members.*
- *Costume Character- Perform in numerous shows throughout the park, meet and greet with families, star in special events on/off property and take pictures.*
- *Stilt Walker- Interact with guests on and off property; including meet and greets.*
- *Adventure League-Communicate Park information, provide customer service to guests, and answer any questions they may have (contacting park administrators, security, and/or first-aid).*
- *Dancer/ Host MC*

## **EDUCATION**

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Palm Beach State College- Major Psychology

## **SKILLS**

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Detail Oriented  
Excellent Oral and Written Communications  
Innovative Leadership Skills  
Dependable and Hard Working  
Excellent Customer Service Skills  
Motivated Team player  
Strong Organizational Skills  
Proficient in Excel, Power Point and Word

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