

# Zakira Campbell

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**Zakira Campbell**

Georgia, United State

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Authorized to work in the United States as any Employer

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## Skills

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Leadership skills, People skills, Problem Solving skills, Organizational Skills, Computer Skills, Attention To Detail, Adaptability, Customer Service skills, Decision Making Skills, Sales, Communication skill, Cashiering, Food Safety, Food Service, Food preparation, Cleaning experience, Microsoft Word, Typing, Retail Sales, Food Handling, Windows, Technical Support, Microsoft Experience, Self-Motivated, Cold Calling, Time Management Skills, Great People skills, Data Entry, Up selling skills, Order Entry skills, Outbound Sales skill, CRM software, inside sales skill, POS skills, Computer Networking, Technical Accounting, Google Docs, Mobile device skill, Workforce Management, Guest Service, Recruiting, Bookkeeping, Hospitality, Guest Relations, Human Resources, Serving, Telemarketing, iOS, Payroll, QuickBooks, Restaurant experience, customer relations Management, Events Management, Hotel experience, Help desk, Adobe Acrobat, Office Management, Business development, SharePoint, Market, Analysis skills, IT, CRM software, Apple keynote, Android, Quality Control, Team Management, Mobile Applications, Door To Door, Basic Math, Communication skills, Outside sales skills, Hotel Management, Phone Etiquette, Computer Skills, Night Audit, ATS, Fair regulations skills, Medical Office experience, Load balancing, Dietary aide experience, Product development, Manufacturing, Supervising experience, SAS, Cleaning, Salesforce, Business Development, Empathy, Live chat, Call center, Time Management, Caregiver, Hospice Care, Human Resources skill

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## Experience

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### Cinch Home Service / Sales Recruiter

June 2023 - March 2024, Macon, GA

- Make cold calls
- Warm leads
- Residential work for home warranty
- Recruiting contractors in area of the jobs
- Calling companies to see if their companies were interested in working with us to service customers, close to network
- Zip code look up for contractors in network

### Harland Clarke / Customer Service Representative / Call Center Agent

August 2022 - June 2023, San Antonio, TX

- Identifying customer needs, fulfilling requests while providing excellent customer service.
- Assist with online banking questions, provide navigational support.
- May be responsible for inbound and/or outbound calls depending on assignment.
- Entering and processing orders, requesting reprints/credits, processing cancel/change requests, processing refunds.
- Ensuring security and privacy of customer information.
- Providing education and support regarding products and service.
- Offers appropriate products, service, and solutions to meet customer needs.
- Maintains complete and accurate records of all call activity as required.
- Works within a team environment maintaining a professional appearance and a quality work atmosphere depending on assignment.
- Monitoring and tracking data of individual performance.
- Recommends appropriate products, services, or solutions
- Performs duties in a courteous, efficient, and professional manner.
- Schedule Appointments

### TaskUs LLC / Customer Service Representative/ Sales Representative/ Data Entry

March 2020 - August 2022, New Braunfels, TX

- Customer Support
- Resolve Customer Service Support
- Customer Service Questions and Concerns
- Resolve Customer Service Questions and Concerns
- Technical Support
- Resolve Customer Challenges
- Resolve Technical Support Problems

- Data Entry
- Data Processing
- Data Analysis
- Sales
- Live Chat
- Email Communication
- Chat Communication
- Cold Calls
- Inbound Calls
- Outbound Calls
- Banking and Online Banking Services Management
- Closes Deals
- Schedule Appointments

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## Education

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### Elizabeth Andrews High School/

August 2018 - September 2019, Stone Mountain, GA

High School diploma

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