

ENTERED

1/16/16 @ 11:30

Abdiaziz Farah

Customer Service /Logistics/Assembly

Rochester, MN

farabdiaziz@yahoo.com - 9523885465

Creative, resourceful and flexible, able to adapt to changing priorities and maintain a positive attitude and strong work ethic.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Certified Pharmacy Technician(Prior Phone Authorization)

Expert Global Solutions (EGS Corp) - Mendota Heights, MN - November 2015 to Present

Rep I, Video Repair

Charter Communications - Rochester, MN - June 2012 to July 2015

Responsibilities

Receive inbound calls and resolve customers issues by troubleshooting using tools and resources. While on the call, I schedule appointments, make notes onto accounts, as well as do some order entry. Other responsibilities include maintaining a set scorecard that includes customer feedback, call intake, handle time, as well as a quality score.

Direct Support Professional (DSP)

Rem River Bluff - Rochester, MN - June 2012 to July 2013

Responsibilities

Provide services to people with Developmental Disabilities.

Help them with basic social skills

Take them out to the Community

Direct Support Staff

Hiawatha Homes - Rochester, MN - October 2010 to May 2012

Responsibilities

Caregiver for individuals with developmental disability

Assists with activities of daily living

Provide support at home

Customer Service Rep/Sales/Assistant Manager

Americana Auto and Tire - Charlotte, NC - September 2008 to April 2010

Responsibilities

Assisted Shop owner with daily sales and services. Provided superb customer services. Assisted manager with all other office duties.

Accomplishments

Build strong rapport with many customer which increase sales and services.

Skills Used