

ANTHONY M. MCCOY

1609 Burnt Mill Road, Rocky Mount, North Carolina 27804 · (252)-469-1356

Email: Mccoyanthony09@icloud.com

OBJECTIVES

Seeking entry level

Utilize principles and concepts learned in entry level

To develop core working knowledge of the principles, production and business model to promote high quality industry standards through the quality assurance process

EXPERIENCE

AUGUST 2016- PRESENT

Customer Service Representative, Conn's Home Plus | 1100 N Wesleyan Blvd. | Rocky Mount, NC

- Provided primary customer support to internal and external customers in fast-paced environment.
- Responded to customer requests for products, services, and company information
- Used company troubleshooting resolution tree to evaluate deficiencies in the process of preparation and distribution of McDonald's food and beverage products through expert communication skills
- Answered 40+ calls per-day while helping in-store customers in a dynamic environment.

JULY 2016 TO
JULY 2017

Customer Service Representative, Mayflower | 1520 N. Wesleyan Blvd. | Rocky Mount, NC

- Kept updated knowledge of menu and chef specials to provide recommendations according to tastes and specific allergies

- Cleaned outdoor eating area and indoor dining room by wiping tables, placing trash in receptacles and restocking napkin dispensers
- Enhanced operational efficiency by using slow periods to restock employee and customer supplies, including ice, condiments, utensils, napkins, trays and delivery bags

APRIL 2020 TO
JANUARY 2021

Delivery Driver, FedEx | 4800 Express Dr. |
Charlotte, NC

- Provided prompt and professional service to customers through deliveries
- Organizing packages

EDUCATION

AUGUST 2017 TO PRESENT

North Carolina Agricultural and Technical State
University| 1601 East Market Street |
Greensboro, NC

- Current focus on completion of undergraduate general education requirements with special interest in Business Administration
- Member of elite Blue and Gold Marching Machine, experienced in Sousaphone and Alto Saxophone
- Member Project March Men's Movement

AUGUST 2013 TO
JUNE 017

Rocky Mount High School | 1400 Bethlehem
Road | Rocky Mount, NC

- North Carolina Honor and Scholar Graduate
- Member of National Honor Society
- Member of Rocky Mount High School Marching Band with service as Section Leader and Drum Major
- Other extracurricular activities include membership in Rocky Mount Area Chapter of Kappa League

SPECIAL SKILLS

1. Proficient in MS Word, Excel, PowerPoint, and Outlook
 - Adaptive learner with innovative problem solving skills
 - Ability to lift repeatedly and possesses strong organizational skills in stocking
 - Expert communication and customer service
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