

# Chassity Prestridge

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Cypress, TX 77429

## WORK EXPERIENCE

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### Administration Associate, Limitless Lighting

July 2024 - Present

- Resolved customer inquiries and issues effectively, enhancing overall customer satisfaction and loyalty.
- Coordinated and managed appointment schedules, ensuring optimal time management and client availability.
- Organized office workflows and resources to maximize efficiency and maintain a productive work environment.
- Performed accurate data entry tasks, maintaining meticulous records and database integrity.

### Customer Service Representative, Federal Health

January 2017 - July 2024

- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring customer satisfaction
- Managed a high volume of incoming calls and emails, consistently meeting or exceeding performance metrics for response time and resolution
- Assisted in training new hires by sharing best practices, providing guidance, and offering support during their onboarding process
- Developed strong time management skills by efficiently prioritizing tasks and ensuring timely follow-up with customers
- Maintained a positive attitude and professional demeanor even when faced with challenging or difficult customers
- Demonstrated strong product knowledge to effectively answer customer questions and provide accurate information

### Front Office Associate, Northwest Territorial

August 2014 - June 2016

- Directed phone inquiries, answered customer questions, and scheduled appointments.
- Responded to inquiries from callers seeking information.
- Processed payments and informed individuals of further financial responsibility to facilitate timely payments.
- Greeted visitors and customers upon arrival, offered assistance, and answered questions.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Updated company tracking system with latest information.
- Assisted customers by providing tracking information and resolving shipping or merchandise issues.
- Expedited urgent orders with prioritization and close communication with other departments.
- Documented shipping information for orders and tracked packages when necessary.
- Processed cash payments and credit and debit card transactions.
- Coordinated with warehouse staff for accurate inventory management and timely shipment of products.
- Completed accurate order entry and data verification.
- Assisted customers with product and service selections.
- Generated invoices and shipping labels to properly bill and ship customer orders.
- Input order information into system and updated customer accounts to document and track customer orders.
- Scheduled all palletized government contract order pick-ups.

### Account Expeditor, Northwest Territorial

April 2009 - May 2012

- Managed and expedited a major project in Bangladesh, completing it 6 weeks ahead of schedule.
- Coordinated logistics and supply chain operations to ensure timely delivery of materials.
- Communicated with various stakeholders to resolve any issues and keep the project on track
- Maintained detailed records and provided regular updates to the Chevron account.
- Conducted weekly meetings with the on-site team in Bangladesh, as well as daily check-ins with the Houston team to ensure all shipments were successfully completed without issues.

EDUCATION

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**Lonestar College**

2019-2020

N/a

SKILLS

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10 Key, Account Management, Cash Handling, Computer Literacy, Customer Service, Data Entry, Detail Oriented, File Systems, Front Office, High Volume, Inbound Calls, Instruction, Invoicing, Microsoft Excel, Microsoft Outlook, MS Office, Office Administration, Order Entry, Phone Skills, Product Knowledge, Time Management Skills

CERTIFICATION AND LICENSES

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**Valid Driver's License**