

# Chionna Smiley

Phone Banker/Customer service/Care Provider

Saint Cloud, MN

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To secure a challenging position that will allow me to positively utilize my customer service, computer, and sales skills.

Authorized to work in the US for any employer

## WORK EXPERIENCE

### Direct Support Staff

J and J Holmes - Saint Cloud, MN - October 2016 to November 2016

Assuring client with everyday activities

### Caregiver

Legacy Place LLC - Sauk Rapids, MN - October 2015 to March 2016

Responsibilities

I was responsible for helping the elderly with activities that they were not able to do, I also cooked for them and pass their medications.

Skills Used

I used my communication skills and patience. I realized that with working with the elderly that you have to be patient.

### Care Provider

The Legends at Heritage Place - Sartell, MN - October 2015 to January 2016

Responsibilities

I am responsible for caring for the residents, as well as giving them their medication at the schedule times. I spend time with the residents and help them with any and all request.

### Phone Banker

Wells Fargo (Aerotek) - July 2015 to October 2015

Receiving 80+ calls a day

- Providing and resolving customer service inquiries by utilizing tools such as the Wells Fargo Virtual Library
- Helping meet customer need through Wells Fargo Products and Services

### Cashier

Chipotle - Roseville, CA - March 2015 to May 2015

Cash/card handling

- Taking care of customers' needs as quickly as possible
- Restocking to ensure next shift is set up for success

### Cashier/Cook

McDonalds - June 2014 to December 2014

- Working in a fast-pace environment ensuring quality service to customers
- Cash handling

- Taking care of customers need quickly as possible.

### **Drive in Carrier**

SONIC® Drive-In - Jackson, MS - May 2013 to May 2014

#### Responsibilities

- Worked in a fast-pace environment
- Provided quality service to customers to ensure their needs are met
- Cash transactions

#### Accomplishments

Learning the role quickly and moved to the next position, team lead.

#### Skills Used

great communication skills and customer service skills

### **Cashier/Customer Service**

Target - Eden Prairie, MN - August 2012 to December 2012

#### Responsibilities

- Working in a fast-pace environment ensuring quality service to customers
- Cash handling/ upselling Target Red Card
- Taking care of customers need quickly as possible.

#### Accomplishments

Learning the position quickly

#### Skills Used

communication skills

customer service skills

cash handling experience

## EDUCATION

Lanier High School ( Diploma ) - Jackson, MS  
2014

## SKILLS

Customer Service (5 years), Computer Skills (5 years), Call Center Experience (Less than 1 year), Cash Handling (5 years)

## ADDITIONAL INFORMATION

#### Skills:

- Proficient in Microsoft word
- Answering multiple phone lines
- Filing & sorting papers
- Managing data base
- Order processing

- Excelled in communication
- Customer service oriented
- Detail oriented
- Problem solver
- Organizational and planning skills
- Proficient in CIV
- Reliable