

Asha. Craig

Customer Service Representative

Houston, TX
asha.craig23@me.com - 832-498-3687

To obtain a long-term career in the customer service industry while providing the skills that I have attained over the past ten years.

WORK EXPERIENCE

Customer Service Agent

Best Buy - Houston, TX - May 2013 to October 2013

Responsibilities

Process exchanges/returns on a POS register system. Basic troubleshoot computers, tablets, mobile phones and other electronic items before checking in for in-store service. Create service orders for eligible electronic items to be sent out for service. Process credit card payments. Provide client's with accurate knowledge with services we offer on various electronics.

Customer Service Representative

Xerox - Houston, TX - July 2012 to May 2013

Received inbound calls from potential clients whom were interested in becoming a member of Sam's Club. Provided detailed information about the different memberships Sam's Club provided. Also provided customer support for current members, such as assistance with setting up online registration, troubleshooting forgotten password/email, assistance on how to place orders from website, process returns for Samsclub.com orders, and assisted potential and current members via email with various issues (product information, inventory for specific items, etc.).

Customer Service Representative

NCO Customer Management - Houston, TX - May 2011 to June 2012

Communicate via inbound and outbound telephone calls with Best Buy/Geek Squad clients. Provide basic troubleshooting on various home theater devices, schedule/reschedule/cancel installation/delivery appointments for Best Buy/Geek Squad clients and also process online orders for customer purchasing items from Bestbuy.com website.

Customer Service Representative

Affiliated Computer Services - Houston, TX - August 2008 to January 2011

Provided customer support to telecommunication customers using cellular services by Sprint Networks, provided minor technical support for cellular issues and signal problems, also completed transaction over phone for payments, and completed activations, customer notations, and issue resolutions.

Receptionist

Hooks Connection's - Houston, TX - June 2005 to July 2008

Coordinated and managed projects in a timely manner and prioritize most important issues first, very conscientious in use of available resources to complete a task, controlled documentation and managed changes to documents through and electronic environment. Possess good communication skills, excellent leadership and people's skills within a multicultural environment with a need to supply good information to clients.

Sale's Associate

Simply Fashion's - Houston, TX - August 2003 to June 2005

Provided customer service and sales support to customers, while handling complaints and inquiries. Communicated with consumers and providing product knowledge and support. Relieved management of administrative duties. Cash handling and bank deposits.

Volunteer Services:

Houston S.H.A.P.E. Center

Provided computer training to senior citizens in the center on a weekly basis.

EDUCATION**Information Technology**

Houston Community College

May 2012 to Present

Ross Sterling Senior High School - Houston, TX

May 2006