

Crystal Davis-Griffith

Experienced Customer Service Manger

Kankakee, IL 60915

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My objective is to obtain a long-term position within a respectable organization that will honor hard work, growth and dedication. I am an experienced trustworthy and dedicated Senior Customer Service Representative / Administrative Assistant with all of the knowledge and qualifications expected:

Qualifications:

All Microsoft Apps

Postal Machines, Binding Equipment

Avaya

Sage Works Lending

SAP

JD Edwards

Quickbooks

AS400

Excel

Powerpoint

Access

1100 Keystroke

85 wpm

Willing to relocate to: Manteno, IL - Monee, IL - University Park, IL - Kankakee, IL

Authorized to work in the US for any employer

Work Experience

Wrap Around Service Coodinator

Rincon Family Services-Kankakee, IL

January 2024 to August 2024

Conducts Wrap intakes when assigned a family by SOC Manager. 2. Determines resources needed by the assigned family and makes appropriate in-house and community referrals. 3. Maintains a client caseload and enters all required documentation into the database system. 4. Functions as a liaison between families and social service agencies and/or other systems. 5. Monitors family progress by completing, at minimum, monthly contact with each assigned family through home visits or phone calls. 6. Gathers and submits data to the SOC Manager for purposes of monthly and end of year reports. 7. Works closely with the community and DCFS (Division of Children and Family Services) workers 8. Other duties as assigned by supervisor.

Customer Service Representative

DCC Propane, LLC-Kankakee, IL

November 2022 to December 2023

Respond to and process all customer calls in a prompt and professional manner.

Determine the probable nature of each call by listening carefully, researching customer records and asking questions for clarification.

Communicate clearly and respectfully with callers, restating information when necessary to ensure the customer's understanding.

Acknowledge and resolve customer concerns; promptly escalate complaints when needed.

Process orders, forms, applications, requests, and payments accurately.

Keep records of customer interactions, transactions, comments and complaints by recording clear, complete and concise documentation in case management logs.

Accounts receivable/payable duties

Lead Shipping Coordinator

Kensings Solutions=Express Temporary Services-Kankakee County, IL

July 2021 to January 2022

Shipping clerk duties. Inventory and quality control duties. Quality Assurance, Safety Board Member
Inventory

- Temporary Assignment*

Transportation Planner / Dispatcher/ Driver Leader

Swift Transportation-Manteno, IL

May 2020 to February 2021

Duties:

Processing and planning transportation customer loads through AS400. Planning priority loads on trucks to make on time delivery. Dispatching drivers while utilizing there hours to keep workflow expectations in order. Contacting customer service to reschedule loads. Building orders accordingly to customers needs.

Laid off.

Shipping and Receiving Clerk

Hubergroup USA Inc / Microinks-Kankakee, IL

February 2018 to May 2020

Duties: Entering and tracking all MRO requests office and warehouse via multiple vendors. Weekly safety meetings and Safety Coordinator. Quality control duties. Contacting carriers like Fed Ex, UPS, CH Robinson etc.. to assure timely pick ups. Prepared Canada orders for shipment and made sure all clearance paperwork was accurate to cross boarder. Run and maintain daily past due report, confirming on-time delivery for all planners and buyers. Organizing and preparing work packets for all cells of the warehouse, processing orders through SAP. *BUSINESS RELOCATED TO ARLING HEIGHTS*

CSR - Customer Service Manager

Verizon Call Center-Tinley Park, IL

March 2011 to February 2017

Handling and resolving escalated customer issues and complaints, complex billing explanations (residential & commercial), public interactions via customer education /board meetings, payment transactions, collections services, Service Link scheduling, all account maintenance, consistently maintained top services levels as a Senior team lead. *Business Closed Our Department *

Supply Chain Coordinator

Tellabs Operations Inc-Romeoville, IL

July 2007 to December 2010

Duties

Confirming and tracking shipments, issuing return authorization numbers, issuing credit authorizations. Inventory Control/ Quality Control

Accurate billing and invoicing for large customer base.

Resolving customer issues and complaints in a timely manner. Monthly reports via

Excel. Clerical duties: filing, faxing, email correspondence, ordering office supplies and scheduling conference rooms. *MOVED TO KANKAKEE*

Education

Associate's Degree Applied Science in Business Communications/ Office Professionals

Kankakee Community College - Kankakee County, IL

August 2017 to July 2019

Skills

- Clerical experience
- Warehouse distribution
- Microsoft Powerpoint
- Filing
- QuickBooks
- JD Edwards
- Account management
- Warehouse experience
- Supply chain
- Customer service
- Administrative experience
- SAP
- Microsoft Excel
- Transportation Planning
- Transportation Management
- Freight Experience
- Logistics

- Computer Networking
- Warehouse Management
- Heavy lifting
- Front desk
- Insurance verification
- Documentation review
- English
- Microsoft Word
- Microsoft Office
- Manufacturing
- Programmable logic controllers
- Team management
- Management
- Revenue cycle management
- AS400
- Computer literacy
- Computer skills
- Inventory Control
- Transportation management systems (5 years)
- Process Improvement
- Office experience
- Typing
- Microsoft Excel
- Conflict management
- Customer service
- Team management
- Clerical experience
- Leadership
- Microsoft Powerpoint
- Microsoft Word
- Microsoft Outlook
- Management
- Organizational skills
- Supervising experience
- Nursing home experience
- Communication skills
- Microsoft Office
- Quality management
- Typing

Awards

Employee of the Month, Teamwork, Innovative

October 2014

Verizon Wireless 3 months in a row before I made team floor manager

Certifications and Licenses

OSHA 30

Driver's License

October 2022 to Present

CPR Certification

June 2022 to Present

First Aid Certification

June 2017 to June 2020

QIDP Certification

Senior Professional in Human Resources

Certified Safety Professional

Associate Safety Professional

OSHA 10