

CUSTOMER SERVICE SPECIALIST

# Delilah Tellier

## OBJECTIVE

I have over twenty-five years of customer service experience, with four years of recent leadership experience. I hope to find a role using this experience to improve my customer interaction skills and enhance my creative abilities. I enjoy working for a company that promotes growth as well as increased knowledge and abilities within the workplace.



## CONTACT

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## SKILLS

Customer Service  
Leadership  
Training  
Teamwork  
Systems Administration

## EXPERIENCE

### **SCHEDULING SUPERVISOR**

**TransDev | Laura Clark | 2023-Present**

Lead team to schedule paratransit trips. Write schedules for team. Provide training and create training documentation to help with team growth. Review resumes, schedule and perform interviews, make hiring decisions. Provide guidance and disciplinary measures as required. Assist with rollout of new scheduling software. Assist customers with concerns regarding trips and scheduling issues as well as creating new schedules and trips for customers. Verifying manifests after trips are performed to ensure quality customer service was provided.

### **CUSTOMER SERVICE ASSOCIATE**

**Avis/Budget Car Rental | John Marsh | 2023-2023**

Greeting customers as they arrive. Cataloging inventory for vehicles and tracking incoming vehicles, working with distribution centers to maintain inventory. Interacting with customers and providing excellent customer service. De-escalating customer issues and concerns while maintaining company needs and interests. Cataloging files and information relating to rentals and inventory and filing information accurately. Assisting reporting to ensure stock is tracked correctly. Entering information into point of sale systems with perfect accuracy. Function in a high demand fast paced environment without sacrificing quality customer service. Interacting with modern and outmoded software, problem solving outmoded software issues in a timely manner. Cleaning vehicles with detailing as needed.

### **CALL CENTER LEAD**

**Provalus | Bri Lowe | 2022-2023**

Team support; providing ongoing support and guidance to teammates answering questions and resolving technical issues. Quality Assurance; review customer calls to provide additional training and coaching where required for lower scores and accolades where allowed. Coaching; ongoing training, support, and guidance for team members.

Guided coaching when needed to help team members reach their potential. Reporting and tracking team questions and issues to develop additional training, reviewing reports to build metrics allowing for team building and employee plans of action where required. Working with team manager to build weekly and monthly reports for company needs. Training; one on one and classroom style training for new hires. Ongoing training daily and weekly for tenured team members. Developing and updating existing training programs to improve overall quality. Customer support; receiving transferred calls for supervisor escalation, resolving complex customer issues.

### **DIGITAL PERSONAL SHOPPER**

**Walmart | Amanda | 2021-2022**

Select groceries for customers efficiently and accurately while maintaining quality and freshness standards. Load groceries in customer vehicles. Assist customers with finding items in the store. Stock and face merchandise. Provide excellent and timely customer service.

### **KEYHOLDER**

**Dollar General | Sheryl | 2020-2021**

Assist customers bagging groceries, run the point of sale system, and assist customers with general inquiries. Stock and clean the store. Provide leadership for customer service representatives. Count and balance the daily cash and print reports on the point of sale system. Provide excellent customer service.

### **FLORAL CLERK**

**King Soopers | Sherry | 2020-2020**

Designed flower arrangements. Stocked cases and floor using merchandising skills. Prepared balloons for customers and general display. Ran register and provided excellent customer service. Cleaned and organized floral counter and cooler. Watered outdoor plants as needed.