

Dionne C. Matthews

Philadelphia, PA 19135

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Authorized to work in the US for any employer

Work Experience

Child Care Worker

Child-Care - Philadelphia, PA

January 2013 to Present

Parental support

- Provided support for my ASD grandson. / Training supports with nonverbal diagnosis

Inbound Associate

Comcast - Nottingham, MD

May 2007 to October 2012

- Responsible for promoting and selling Comcast products and services that are both current and emerging.
- Call center operator
- Billing
- Trouble Shooting,
- Multitasking and Customer Service

Receiving Clerk

Rite Aid Distribution Center - Perryman, MD

April 1999 to February 2007

- Forklift Operator
- Stocker, picker

Education

Certification in Office Technology

Hartford Community College

1997

GED

ACE education Center - Aberdeen, MD

1996

Skills

- Microsoft (10+ years)

- WMS (8 years)
- Typing (10+ years)
- Inventory Control (3 years)
- Problem Resolution (5 years)
- Schedule Appointments (5 years)
- Customer Service (7 years)
- Data Entry (10+ years)
- Teamwork (10+ years)
- Call Center (7 years)
- Childcare
- Medication Administration
- Research
- Computer Operation
- Customer support
- Communication skills
- Microsoft Office

Additional Information

Highly qualified results driven professional with solid communication, problem solving skills and competence with exemplary customer service skills and team player.

- Customer Service
- Data Entry / Accuracy
- 40 WPW
- Goal oriented
- Problem Solving
- Microsoft Operations

Core Competences

- Provided exceptional customer service while ensuring satisfaction and guest retention.
- Interacting with customers to educate them on company products and services.
- Highly motivated, quick learner and committed team player with strong work ethic.