

# James Glover

## **Customer Service - Alorica**

Fort Collins, CO 80525

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210-589-1048

A diligent and adaptable working professional, skilled in warehouse, customer service and other diverse areas of work. . Highly proficient at performing tasks assigned by supervisors and working within a team or individually. Eager to enhance San Antonio employers with positive motivation, willingness to learn and to also share customer service, and warehouse knowledge with co-workers.

## Work Experience

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### **Customer Service**

Alorica

December 2018 to May 2019

Inbound call center representative that service US Bank debit card for specific programs.

### **Warehouse Associate**

Dillard's

August 2017 to September 2018

### **Warehouse Associate**

At Home The Home Decor Superstore

May 2017 to August 2017

### **Seasonal Associate**

JC Penny

November 2016 to January 2017

### **Cashier/Crew Member**

Bush's Chicken

May 2016 to October 2016

## Education

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### **High School Diploma**

Judson Learning Academy

Northeast Lakeview College

## Skills

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Associate (2 years), cash (2 years), credit (2 years), Call Center, Customer Care, Customer Service, Customer Support

## Additional Information

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- Over one year of experience in customer service.
- Experience working in a fast-paced environment, able to serve and accommodate customers while keeping an orderly work station.
- Able to communicate with team members to organize and complete daily tasks, meeting goals and assisting others as needed.

### Relevant Skills

#### Warehouse Associate

- Move freight, stock, or other materials to and from storage or production areas, loading docks, delivery vehicles, ships, or containers, by hand or using trucks, tractors, or other equipment.
- Sort cargo before loading and unloading.
- Read work orders or receive oral instructions to determine work assignments or material or equipment needs.
- Record numbers of units handled or moved, using daily production sheets or work tickets.
- Install protective devices, such as bracing, padding, or strapping, to prevent shifting or damage to items being transported.
- Pack containers and re-pack damaged containers.

#### Customer Service and Retail Skills

- Receive payment by cash, check, credit cards, vouchers, or automatic debits.
- Issue receipts, refunds, credits, or change due to customers.
- Assist customers by providing information and resolving their complaints.
- Establish or identify prices of goods, services or admission, and tabulate bills using calculators, cash registers, or optical price scanners.
- Greet customers entering establishments.
- Maintain clean and orderly checkout areas and complete other general cleaning duties, such as mopping floors and emptying trash cans.
- Stock shelves, and mark prices on shelves and items.