

# Janay McDowell-Gregory

## Customer Service

Scranton, PA 18505

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Seeking an opportunity to grow with in a company who will challenge my skills of critical thinking and customer service experience. It's equally important to me that meanwhile working I'm helping to make a significant contribution to the success of my employer.

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### **Cashier/Customer Service**

Compass Group - Newark, NJ -

2015-09 - 2017-11

- \* Prepared a variety of food and catering in a college environment.
- \* Completed cash, credit card and student's meal card payment transactions.
- \* Provided courteous service in a timely manner.
- \* Maintained a sanitary work station and dining area.

#### **Customer Service Representative, William**

Sonoma Inc - Las Vegas, NV -

2013-09 - 2015-02

- \* Answered Inbound and outbound calls pertaining to a variety of products, services and promotional events.
- \* Assisted with orders, inquiries, complaints and product information.
- \* Became familiar with company's online database and customer service system.
- \* Communicated with customers via telephone, email and mail to reach out to customers and verify account information and shipments.

#### **Tax Preparer**

TMR Tax Management - Hillside, NJ -

2010-01 - 2013-04

- \* Transported client's paperwork to filing system and computer's scanning system.
- \* Prepared client's estimates and tax returns.
- \* Assisted phone line inbound and outbound calls.
- \* Promoted great comfort and customer service to all customers.

#### **Supervisor**

PrimeFlight Aviation Service - Elizabeth, NJ -

2008-11 - 2010-09

- \* Supervised 12 members on and off air-crafts.
- \* Audited conditions of all assigned air-crafts before and after performed clean up.
- \* Clocked in and out all team members at beginning and end of each shift.
- \* Completed assigned vehicle and air-craft reports, daily discipline and progress reports as needed.

## EDUCATION

### **Certificate in Medical Assistant**

Kaplan College - Las Vegas, NV

2014-02 - 2014-11

### **Diploma**

East Orange Campus High School - East Orange, NJ

2002-09 - 2006-06

## ADDITIONAL INFORMATION

### SKILLS

- Customer Service • Cashier • Typing 25-30 WPM Representative
- Microsoft Word, Excel, • Sales • Clerical Power Point,