

# Lakenya Harris

Minneapolis, MN

lakenyaharris2\_n3q@indeedemail.com -

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company's success.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **UPS Package Handler**

UPS - Chicago, IL - 2016-01 - Present

### **Apple iOS Advisor**

Xerox - Bolingbrook, IL - 2015-03 - 2015-08

Call center environment, answering inbound and making outbound calls to scheduled customers. About 40-70 calls per shift. Help customers troubleshoot iPhones, iPads and iPods. Sale customers Apple care only if their eligible. Making notes as you try to solve the customers issue. Database whit article to help you solve any issue.

### **Sales Associate**

Wendy's Restaurant - Cedar Rapids, IA - 2015-02 - 2015-04

Assisted guest with making menu choices in an informative and helpful fashion. Maintained knowledge of current menu items, garnishes, ingredients and preparation methods. Delivered exceptional service by greeting customers in a timely, friendly manner. Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.

### **Sales Associate**

Walmart - Cedar Rapids, IA - 2014-11 - 2015-01

Operated a cash register to process cash, check and credit card transactions. Administered all point of sale opening and closing procedures. Replenished floor stock and processed shipments to ensure product availability for customers. Ensured 100% customer satisfaction.

### **Food Service Associate**

Chicago Zoological Society/Brookfield Zoo - Chicago, IL - 2014-03 - 2014-08

Worked as a team member performing cashier duties, product assistance and cleaning. Prepared and served food products safely, operated the variety of foods service equipment, such as deep fryers, ice cream machines, soda machines, grills, etc. Operated the cash register to accurately ring up sales and balanced the cash draw at the end of the day. Cleaned, bussed and wiped tables, counter tops. Also responsible for sweeping, mopping emptying trash, washing dishes/utensils, etc. provided exceptional customer service.

### **Resident Hall Receptionist**

Kentucky State University - 2013-09 - 2013-12

Maintained a welcoming atmosphere in the lobby of the residence hall by meeting and greeting students, visitors, and University employees. Answered questions and provided information to students, visitors, and University employees. Answered the telephone, recorded messages and routed calls. Performed basic and varied clerical tasks such as, data entry, distributing incoming mail, maintaining accurate mail box designations, filing, and operating standard office machines and equipment.

EDUCATION

**Computer Sciences**

Kentucky State University  
2013 - 2014

**BA in Graphic Design**

Kirkwood Community College  
2014