

Mag-Berryl Ndefua

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SUMMARY

A dedicated, and energetic student with customer service experience looking for opportunities to develop more and better workplace, communication and technical skills.

EDUCATION

Hennepin Technical College | Brooklyn Park, MN

Network Administration AAS 2018 - Current

Related coursework: Applied Reading Techniques, Computer essentials in the digital world, Writing for carers, Fundamentals of programming, A+ Hardware Supports, Network essentials, Window Admin 1

Elk River High School | Elk River MN

Diploma 2014 - 2018

SKILLS

Group Communication

Hennepin Technical College 2018

Researched and presented on improvements to college cafeteria, based on price comparisons to other colleges

Collaborated with, and thought CISCO students computer setup in large classroom setting

High School Multicultural Club 2016-2018

Supported Club mission by planning, marketing, and setting up 6 annual events for 50-70 student attendees

Customer Service and Education

Elk River High School 2016, 2017

Presented persuasive about the necessity of Black Lives Matter using extensive research and paid special attention to tone and word use

Researched and presented information about somali immigration using required format through dedicated practice and preparation

St. Williams volunteer Church 2012-2015

Facilitated group discussion, and activities for groups of 10 children during summer bible study

Held increasingly complex role in the Christmas play including the narrator.

CALL CENTER

Blue stream 2018-2019

As a Call Center Representative my duties was to use the knowledge of the company to assist customers with what they needed.

Taking what the company has taught me and using it to expand my knowledge when it came to assisting clients, to give a simpler and more detailed idea of what customers needed or wanted.

Answering, listening or making calls to clients, to learn about them, and to learn about their finances, so it can be easier on me to offer or give them help when they ask or need it.

Having a high level of tolerance and patience with customers, and being okay with taking and making inbound calls.

RETAIL

Speedway Gas Station 2019

Cashiers at speedway, mostly ring up customers at the register.

Clean up around the store, making sure everything stays neat and nice.

Preparing the food, the coffee, swiping and mopping up the floors, cleaning the bathrooms, stocking the cigarette, stocking food, taking out the trash, swiping the front of the store.

Customer service and customer satisfaction is very important and very nesercery.

Wal-Mart Supercenter 2019- 2020

Front End Cashier: ring up customers, tell them about the deals.

Money Center Cashier: help customers send money to family or friends and other relatives in the state or in different countries, watching out for scams and expired ID

Customer Service Cashier: help people do returents, follow the return rules and policies.

In all these positions the most sensitive one is being a Money Center Cashier, because people are sending money all around the world and when money is involved, scams can easily be done, so watching out for scams is an everyday thing. It is also important to keep a positive attitude with every single customer, no matter what attitude they have.

#readytowork

Authorized to work in the US for any employer

Work Experience

Cashier

Walmart

April 2019 to Present

I basically have to help customers check out, and make sure to have a positive approach or attitude because a cashier is sometimes the last person the customer sees before they leave the store.

Education

High school diploma in Computer science

Hennepin Technical College - Brooklyn Park, MN

June 2018 to Present

High school or equivalent

Skills

- Customer Service
- Team Member