

# Malik Montez

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Due to my work experience with numerous different employers, I have learned numerous abilities including exceptional Cust service (Call Center or Retail store), Shipping/Receiving, Data Entry, Loading and Unloading, lifting and Moving (Warehouse Work), staying on my feet for long hours, Sales (1/5 top performers at TiVo, Consistent top performer at Comcast), Retention, Troubleshooting/Tech Support, Stocking, Pallet Jacks/smaller Forklifts, and I have good experience with handheld scanning devices for retail stores and warehouses. In addition to these skills I am always willing to learn more and continually improve myself.

Willing to relocate: Anywhere  
Authorized to work in the US for any employer

## Work Experience

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### **Temp Laborer/Flagger**

MTS Mobile staffing  
December 2016 to May 2019

At MTS I have worked as a general Laborer, Construction laborer, and Flagger. I caught Frostbite at one point of employment in 2016 and stopped working for 3 - 4 months but returned in 2018. This is a temp service that offers same day pay so while waiting for jobs or needing some extra money, I would pick up work at MTS again.

### **Customer Serv Rep**

Comcast/Xfinity  
April 2017 to December 2017

As a rep for Comcast, I handled technical and billing assistance for customers over the phone. This included, troubleshooting Internet/Equipment, educating customers, upgrading, sells, Billing, Data Entry, retention, and customer service. I was a top performer at this job often receiving Kudos and High scores on a weekly - monthly basis.

### **Sales and Retention Rep**

TiVo by way of Qualfon - Fort Collins, CO  
March 2016 to October 2016

As a sales and retention rep for Tivo (No longer a Job site at Qualfon) I did sales, upselling, retention (Retaining and Saving Customers), and Customer service. I was in the top 5 for sales and retention at the site on the regular basis, and started off with a strong foundation in Call center work (and Working in Colorado) due to this job.

### **Seasonal Backroom Associate**

Target  
October 2015 to December 2015

Being a Backroom Associate I mainly did shipping/receiving, used the PDA (Handheld scanning device) to scan items electronically into the system, Loading/unloading merchandise, Stocking, and Customer service.

### **Bagger/Clerk Assistant**

FoodMaxx - Fitzgerald Dr - Pinole, CA

July 2015 to October 2015

My position as a bagger/clerk assistant at Foodmaxx made my responsibilities shuffle between bagging groceries, returning items to aisles and shelves, sweeping the aisles and work stations, cleaning the restrooms, gathering carts, providing reliable customer service, sometimes helped with stocking food.

### Education

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Anne Arundel Community College - Arnold, MD

Old Mill High School - Millersville, MD

### Skills

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CUSTOMER SERVICE (5 years), DATA ENTRY (2 years), TYPING (10+ years), BILLING (2 years), SHIPPING (3 years), Forklift (Less than 1 year), Sales (3 years), fast learner (10+ years), Excel (3 years), Cashier (2 years), Technical Support (2 years), Retention (2 years), Receiving (2 years), Photoshop