

Alencia Mosley
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Summary of Skills

- 4+ years of customer service experience.
- Proven ability to troubleshoot and resolve customer issues.
- Superb listening skills and ability to relate to customers in a professional and courteous manner.
- Detail oriented and great at multitasking.
- Able to lift up to 50 lbs.

Software

4+ years' experience with POS systems
Microsoft Windows, Word and Power Point

Employment Experience

Leiters Health

Production assistant, February 2021 - July 2024

- Conduct visual inspection of medicinal and medical products in various stages of the manufacturing process.
- Find and document defects or nonconformities.
- Labeling and packaging medicinal and medical products and prepare product for shipment.
- Follow batch records to verify correct product labeling.
- Document label reconciliation

National Jewish Hospital

Customer Service Representative, March 2015- August 2019

- Explains tobacco cessation and/or weight management programs to a diverse population of callers.
- Performs an intake questionnaire with participants to document required data and screens for eligibility using various specific client guidelines.
- Complete outbound calls according to schedule, documents required data.
- Encourages participant enrollment and inspires continued participation in our programs.

- Uses the monthly QA scores as a self-management tool for excellence and proactively seeks feedback in areas of opportunity.
- Maintains call center metrics and individual performance standards.

H&R Block

Receptionist, January 2015 – March 2015

- Schedule and confirm appointments.
- Gather personal information and prepare documents.
- Answer customer inquiries about products and services.
- Update appointment calendars.
- Ensure reception area is well kempt.

Flextronics third party provider for AT&T

Customer Service Representative, June 2013 - September 2014

- Answer customer/client requests or inquiries concerning services, products, equipment, claims, report problem areas, manage the ordering of replacement parts for the customer.
- Continually maintain working knowledge of all company products, services and promotions.
- Utilize operational systems to process purchases of AT&T products and services including out of warranty replacements and go phones.
- Provide troubleshooting assistance to customers with technical issues related to wireless devices, home phone, hardware and/or software.
- Restocking and inventory control.

Macy's

Sales Associate, April 2011 - September 2012

- Worked in the fashion watch/accessories and handbag department and the juniors department.
- Displayed new shipments and back stock.
- Operate POS for customer purchases and credit card payments for the Macy's credit card.
- Setup and reorganized merchandise for sale and promotional displays.

Disney Store

Seasonal Sales Associate, October 2010 - January 2011

- Greeted and thanked customers entering and leaving the store.
- Cashier

- Setup and arranged new inventory for the next day
- Maintained neat and tidy store, clean shelves, vacuumed the store
- Helped close the registers at closing time.

Education

High school diploma

References available upon request