

# Shakita Rodgers

## **Favorite color blue**

Savannah, GA

[chireerodgers@yahoo.com](mailto:chireerodgers@yahoo.com)

9126223440

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

Amazon.com - Hinesville, GA

May 2017 to Present

Resolve customer complaints via phone, email, mail, or social media. Use telephones to reach out to customers and verify account information. Greet customers warmly and ascertain problem or reason for calling. Assist with placement of orders, refunds, or exchanges

### **AT&T Customer Service Representative**

At&t-Vetconnexx - Atlanta, GA

June 2012 to Present

#### Responsibilities

Answer phone, assist customers, educate customers with policies, prices, work business accounts, lower or negotiate with customers. Work company computer systems(microsoft) to assist customers properly with there accounts.

#### Skills Used

customer service, patience, loyalty to company and assisting clients.

### **Warehouse Associate/EPJ operator**

Diamond Staffing Services, Inc - Pooler, GA

March 2003 to April 2012

Unloaded truck inventory merchandise, check sku numbers on merchandise and on truck containers..

Label each merchandise order then package and ship merchandise to correct location..report loss pervention products.

omni gun/scan and computer knowledge.

### **Electric Pallet Jack Operator**

international greetings - Midway, GA

December 2007 to August 2010

Unload load merchandise with pallet jacks. Label/price product. Inventory and check merchandise for decrepencies (loss prevention) Ship product to correct stores.

## Education

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Strayer University-Georgia  
2016 to 2018

**high school diploma in general studies**

bradwell institute - Hinesville, GA  
1999 to 2003

Skills

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Microsoft (4 years), Rf scanner (6 years), Customer Service Skills (10+ years), Order Processing/  
picking (10+ years), EPJ OPERATER (7 years)