

# Shonte McNeil

Rocky Mount, NC

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252-406-0224

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

Alorica - Rocky Mount, NC

May 2020 to Present

Under limited supervision, this position handles non-routine customers and issues while achieving customer satisfaction by providing accurate, timely, and consistent information and solutions. This position provides a reliable communication network for customers resulting in strong business relationships. Key Responsibilities:

- Monitor customer reporting; communicate critical issues.
- Research and respond to customer inquiries.
- Maintain customer files to ensure up to date information.
- Manage customer requests for assistance, information, and issue resolution.
- Provide accurate and consistent responses to customer concerns and questions, taking immediate action to ensure customer needs are met.
- Maintain regular communication with decision makers within customer organizations.
- Analyze and respond to various customer requests involving store level and group level information.
- Respond to various customer requests and needs.
- Answer inquiries by phone, email, and internet response.
- Perform other duties as needed or assigned by supervisor

### **Production Operator**

QVC Distribution Center - Tarboro, NC

July 2017 to Present

- Verify, inspect, and repackage vendor product
- working hands on with a computer system that allows access into customer profiles and accountants
- Responsible for making a processed order rater per hour but also maintaining a quality of percentage
- Certified Equipment Operator

### **Cashier/ Self-Checkout Host**

Walmart - Rocky Mount, NC

April 2015 to February 2018

Greeting Customers with a smile on my face while handling money in the form of cash, check, or credit card and helping them find merchandise

### **Cashier**

McDonald's - Rocky Mount, NC

August 2013 to March 2014

Taking customer orders and handle money while displaying friendly attitudes at all times.

## Education

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### **High school or equivalent**

Northern Nash High School - Rocky Mount, NC

August 2009 to June 2013

## Skills

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- Great customer service skills, manufacturing skills, and working with money (4 years)
- Forklift
- Manufacturing
- Assembly
- Warehouse
- Machining
- Packaging
- Materials Handling
- Load & Unload