

Carrie Smith

Customer Service

Laurens, SC
carrielenisesmith1984@gmail.com - 864.684.9060

WORK EXPERIENCE

Customer Service Representative

Sykes Enterprise - Greenwood, SC - September 2013 to Present

Responsibilities

Receives transactions from users regarding customer service or technical support related needs. Determines appropriate action (s) to be taken on customer's behalf including problem determination and taking the appropriate next steps to reach issue resolution. Maintains pertinent paperwork and records through data entry.

Accomplishments

Received three WOW Calls from customers for the excellent customer service I provided while assisting them with their wireless accounts.

Skills Used

Customer Service, data entry, conflict resolution, troubleshooting equipment, teamwork, telecommunication.

Library Circulation Assistant

Voorhees College - 2010 to 2013

Mathematics Faculty Tutor

Voorhees College - 2011 to 2012

Substitute Teacher

Laurens District 55 High School - Laurens, SC - 2007 to 2010

Math Peer Mentor

Voorhees College - 2007 to 2007

2007

Student Lab Assistant

Voorhees College - 2006 to 2007

Business Office Student Assistant

Voorhees College - Denmark, SC - 2005 to 2005

2005

Teacher Assistant

New Day Child Care and After School Service - Virginia Beach, VA - May 2004 to August 2004

2004

EDUCATION

Bachelor of Science in Mathematics

Voorhees College
2008

GROUPS

Zeta Phi Beta Sorority, Incorporated

April 2007 to Present

ADDITIONAL INFORMATION

Group Training & Education

- ~Tutored Voorhees College students in the following math courses: Math 100, 131, and 132 (entry-level college algebra), Pre-Calculus I, II, and III, advanced calculus, differential equations, business statistics, and physical science
- ~Taught 9th grade Algebra I CP and Math Tech I at local high school
- ~Provided assistance to 4-k and 5-k students at local primary school

Administrative Management

- ~Maintained pertinent paperwork and records through data entry
- ~Prepared monthly and yearly statistical reports for Voorhees College and the Board of Trustees, and reaccreditation report for the Southern Association of Colleges and Schools (SACS)
- ~Provided information to patrons including how to use computers to search for books and articles and how to use reference and bibliographic tools
- ~Oversaw the shared inter-library loaning system at Voorhees College in conjunction with other South Carolina Higher Education Institutions

Organization & Planning

- ~Developed, planned, and executed all activities for the Sister's in Science program which included co-designing official t-shirt, organizing field trips, and presiding over awards banquet
- ~Organized and shelved materials in a library setting
- ~Arranged study sessions for college courses in mathematics

Customer Service

- ~Handled 15 to 25 inbound calls per day assisting customer in making payments, payment arrangements, plan and feature changes, and answering bill inquiries
- ~Performed credit reports of new customers
- ~Promoted AT&T customer self-service options and marketed AT&T promotions, plans, and devices