

Nykia Rhine

Customer Service Specialist

Detroit, MI

nykiarhine@rocketmail.com - 248-662-6271

- More than 7 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, sales staff support, and systems to avoid problems in the first place.
- Possess solid computer skills.
- Excellent use of Microsoft Excel, WordPerfect, Microsoft Word,
- Ability to train, motivate, and supervise customer service employees.
- A team player, acknowledged as "Total Quality Customer Service Professional."
- Dependable, prompt, team player

WORK EXPERIENCE

Production operator

Chrysler - 2013 to 2014

team member

- assembly
- maintain quality production

Customer Service Representative

Minacs, Western Union - 2013 to 2013

Assisting customers with credit as well as ach payments via phone

- Quickly and effectively solved customer challenges.
 - Maintained quality control/satisfaction records, constantly seeking new ways to improve customer service.
- Macy's fine jewelry

Customer Service Representative

- 2011 to 2012

Assisted customers with transactions, upselling

- Ring and watch sizing
- Opening and closing department, as well as counting inventory several times per shift
- Effectively managing department without supervision

Afterlife Consultant/Planner

Midwest Memorial Group - 2011 to 2012

Assisting families with pre planning death plans

- Responsible for meeting weekly and monthly sales volume goal
- Working solely prospecting and commission

Telemarketer/fundraiser

Acs - 2009 to 2011

Cold calling

Strongly encouraging customer to contribute to Acs

Office administrator

B and R - 2006 to 2009

Responsible for overseeing daily office operations

Distributing pay checks

Managing weekly work schedule among 5 employees

Consulting as well as negotiating with vendors

EDUCATION**Diploma**

National Institute of Technology Medical assisting

2000 to 2004