Leona Goodman

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# Objective

Utilize my skills to exhibit excellent customer service skills in an office environment.

# Education

St. Peters Girls HS High School Diploma June 2011

Career School of NY Certificate June 2014

# Qualifications

Ability to work under pressure

More than 5 years of professional customer service experience

Hard working, dedicated, team player

Ability to sit/stand for long periods of time

Proficient in Microsoft Word, Excel, and PowerPoint

# Experience

 **Career** **Connect** **Live** *Career* *Advisor* 08/2015-present

Maintained high level of world class customer service/professionalism to a wide range of customers to assist them in gaining employment and education opportunities

Adhere to quality assurance policies on every call

Worked in a fast-paced call center environment

**Oliver Staffing** *Customer**Service**Representative* 01/2015-06-2015

Made outbound calls on behalf of car dealerships to survey customer’s previous car purchases

Worked in a call center environment on behalf of 311 in regards to new NYC ID card pick up

**Joonbug** *Customer Service Representative 10/2014-01/2015*

Made outbound calls in regards to holiday party promotions and assisted customers with online ticket purchases on the phone.

**Macys** *Women’s Shoes Associate 10/2012-02/2014*

Operated a cash register to process cash, credit, and gift card transactions.