

JASMYN J. HAROLD

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Customer Service Agent

Diligent and highly competent administrative professional with more than 5 years' experience offering a full range of administrative support and customer services skills. Superior administrative, analytical and problem-solving strengths are reinforced by a genuine affinity with people, and the necessary drive to enhance organizational reputation through service excellence; **A team player** who consistently **builds strong rapport** with personnel, customers, and associates based on knowledge, professionalism, and integrity. Areas of expertise include excellent customer service support, **procedural standards development, data entry,** and order processing. Notoriety in achieving appreciation by others for **willingness to undertake any administrative support challenge** and working well under pressure.

EXPERTISE

- A Positive Attitude
- Leadership
- Impeccable Customer Service Skills
- Standards
- Proficient in Microsoft Word, Excel, PowerPoint & Access
- Problem-Solver
- Reporting
- Data Entry
- Records Management & Filing
- Scheduling
- Event Coordination
- A Team Player
- Types 45 WPM

ACCOMPLISHMENTS

- **Management** – Build and lead teams of experts to achieve project goals.
- **Dean's List** – University of West Georgia (2010-2011).
- **Innovation** – Designed and implemented cutting-edge solutions based on technical specifications and thorough research and testing.
- **Project management** – Identified, allocated and managed company resources to complete projects on time and within budget.

PROFESSIONAL EXPERIENCE

ADMINISTRATIVE SUPPORT

- Prepares correspondence, reports, statements, and other materials.
- Review files, records, and other documents to obtain information to respond to requests.
- Edits written material to ensure correct grammar, when grammar may be complex, spelling, and punctuation.
- Opens, sorts, and routes incoming mail, and answers correspondence.
- Computes, records, and proofreads correspondence, letters and other information, including records and reports.
- Types, formats, and edit correspondence and other documents.
- Operates office machines, including photocopiers and scanners, facsimile machines, voice mail systems, and computers.
- Greets visitors, answer telephones, direct calls, and take messages.
- Maintains and updates filing, inventory, mailing, and database systems.
- Compiles, copies, sorts, and files records of activities, business transactions, and other activities.

CUSTOMER SERVICE/PAYMENT PROCESSING

- Communicates with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
- Processes payments quickly and with accuracy.
- Employs vast knowledge of available business services, local events and venues and service options.

- Resolves product or service problems by clarifying the customer's complaint to determine the cause of the problem; selected and explained the best solution to solve the problem; expedited correction or adjustment; followed up to ensure resolution.

SCHEDULING & EVENTS COORDINATION

- Manages calendars; plans client meetings; prepares reports, spreadsheets, and presentations associated with meetings, events, and travel.
- Tracks information, schedules, deadlines, and activities related to assigned events.
- Maintains accurate records of expenditure, event goals expectations, venues, and other considerations

DATA ENTRY

- Prepares compiles and sorts documents for data entry.
- Completes work schedules, manages calendars, and arranges appointments.

EDUCATION

BACHELOR'S DEGREE 2011

SPEECH LANGUAGE PATHOLOGY
UNIVERSITY OF WEST GEORGIA, CARROLLTON, GEORGIA

CERTIFICATION & TRAINING

GEORGIA ASSESSMENTS FOR THE CERTIFICATION OF EDUCATORS (GACE) 2009

WORK HISTORY

YOUTH ACTIVITY ASSISTANT/RECEPTIONIST CHEROKEE TOWN AND COUNTRY CLUB ATLANTA, GEORGIA	2012 TO 2013
TRAINER/COACH THE NEXT LEVEL TRAINING ALPHARETTA, GEORGIA	2003 TO 2013
YOUTH SUPPORT STAFF CHEROKEE TOWN AND COUNTRY CLUB CALHOUN, GEORGIA	2006 TO 2010

AFFILIATIONS

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| <ul style="list-style-type: none"> • National Speech Language and Hearing Association • Boys and Girls Clubs • Youth Basketball Camps | <ul style="list-style-type: none"> • Feed the Hungry • Relay for Life • Learning Tree • Fluency Camps |
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References Provided Upon Request