

Emily D. Phillips

Personal information

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📍 1105 Ann Street, 75501, Texarkana
📅 11 Dec 89
♀ Female
🏠 Caucasian
1 903 276 3100

Mother tongue(s)

English

Keywords

Customer Care Caregiver Dancer
Event Promotion Sales

Proficient in Windows CP, Vista, 7, 8, 10&11

Tools: Adobe, Meta, & CRM

Content Creator & Aspiring Influencer

Typing 45WPM

Summary

As a dedicated Customer Care Specialist with over 5 years of experience in delivering exceptional customer service, I possess strong communication and problem-solving skills. My background includes handling customer inquiries, resolving complaints efficiently, and ensuring customer satisfaction. I am proficient in using CRM software and have a solid understanding of customer care best practices. My ability to empathize with customers and provide tailored solutions has consistently contributed to improved customer loyalty and retention.

Professional experience

Shopper & Delivery Driver 1 Oct 24 - Present

Spark Delivery | Texarkana, TX

In my role at Spark Delivery for Walmart , I am tasked with efficiently checking in to collect customer orders and ensuring their timely delivery. Furthermore, I assist customers by sourcing products, processing purchases, and delivering the items directly to them.

Business or sector: Spark

Caregiver 1 Aug 20 - Present

Self employed | Texarkana, TX

Handle everyday task such as ordering groceries, feeding and watering pets, preparing some meals, running errands, performing light housework duties, collecting mail and packages, reminding to take medicine, helping with SNAP and Medicare applications and with technology.

Remote Events Promoter 1 Jan 10 - 1 Dec 14

Caged Cat Productions LLC | Texarkana, TX

Network on social media platforms, sell tickets and monitor entrance of venue, attend events, send invites through various platforms.

GoGo Dancing 1 Apr 12 - 1 Aug 14

The Rev Room | Little Rock, AR

GoGo Dancing on stage and hula hooping.

Customer Service AssociateCashier 1 Aug 09 - 1 Oct 10

Ross Dress For Less | Texarkana, TX

Greeted customers, resolved issues, operated cash register, conducted customer service reviews, and handled returns and exchanges.

Sales Associate 1 May 09 - 1 Aug 09

Rue21 | Texarkana, TX

Assisted customers, maximized sales transactions, handled returns and exchanges, and operated fitting room.

Customer Service & Sales 1 May 07 - 1 Apr 09

Rainbow Clothing | Texarkana, TX

In my role as a Customer Care Specialist, I have honed my skills in customer service and sales. I consistently provided support to customers by addressing inquiries, resolving complaints, and ensuring overall satisfaction with our services. My responsibilities included managing customer accounts, maintaining detailed records of interactions, and collaborating with sales teams to identify opportunities

for cross-selling and upselling products. I focused on building strong relationships with customers and delivering exceptional service that contributed to increased customer loyalty and retention.

Customer Care & Check-Out

1 Nov 06 - 1 Dec 07

Cato's | Texarkana, TX

As a Customer Care Specialist, I have extensive experience in providing exceptional customer service, addressing inquiries, and resolving issues promptly. I am skilled at managing the checkout process, ensuring a smooth and efficient experience for customers while handling transactions accurately. My communication skills have enabled me to build strong relationships with customers, fostering loyalty and satisfaction. Additionally, I have experience in training new staff on customer service protocols and checkout procedures.

Education and training

Ongoing associates of general studies

5 Jun 24 - Present

Texarkana College | Texarkana, TX

Currently pursuing an Associate's degree in General Studies, which has enriched my understanding of various interdisciplinary subjects and enhanced my critical thinking and problem-solving skills.

Some College in Psychology with a focus in Drug Abuse Counseling

1 Sep 07 - 1 Sep 11

High school diploma

1 Sep 05 - 1 Oct 06

Personal skills

Communication skills

- Demonstrates strong empathy toward others
- Highly attentive to detail and needs
- Personable and approachable in interactions
- Easily relatable and able to connect with diverse individuals.

Organisational / managerial skills

- Excellent organizational abilities
- High attention to detail
- Skilled at improvising in challenging situations
- Capable of resolving issues in a calm and composed manner
- Continuously seeking innovative ways to enhance current procedures

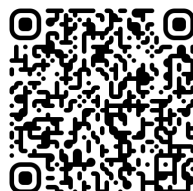
Digital skills

- Proficient in Microsoft 365
- Familiarity with iOS devices and applications
- Familiarity with Android devices and applications
- Highly familiar with Windows XP, 7, 8, & 10

Other skills

Certified in CPR, AED, and First Aid.

Attachments



Emily Phillips - 20...

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