

Dominique Jefferson

Appleton, WI 54915
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#readytowork

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

CNA - Certified Nursing Assistant

Home care - Appleton, WI
March 2020 to Present

I go to different assistant living homes and help with cares, Cooking, cleaning, bathing & more. I take vitals and chart and help when needed.

Technical Support

Spectrum - Appleton, WI
January 2017 to October 2019

- Answer customer's calls, answer any questions and or concerns that they may have
- Typing follow up report while saving all information and data pertaining to the customer on the phone.
- Also saving follow up information so that if its needed customers may get a call back for any information

Sales and Support

AT&T - Appleton, WI
February 2016 to August 2017

I would make calles to our current customers and talk about the new technology and the great benefits on how it would make there business better as well as take necessary notes for future calls if any

Education

High school diploma in Paralegal

Fox Valley Technical College
2019

Skills

- cash (5 years)

- customer service (5 years)
- Microsoft word (8 years)
- RECEPTIONIST (Less than 1 year)
- Customer Relations (10+ years)
- Call Center (5 years)
- Desktop Support
- cash handling (5 years)
- Customer Support
- Help Desk
- Helpdesk Support
- Service Desk
- Tech Support
- Troubleshooting
- Network Support

Additional Information

Skills and Qualifications

- 6 + years' experience providing attentive customer service in retail and dining environments
- Computer proficient- advanced knowledge of Microsoft word, excel, power point
- Accuracy in cash handling and workplace math
- Ability to time- manage effectively