

Tyesha Goolsby

St. Louis, MO 63121

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(314) 691 9375

Goal-oriented professional, with 5+ years in Military Human Resources and Customer Service. Dedicated to high levels of customer satisfaction and meeting aggressive business targets.

Authorized to work in the US for any employer

Work Experience

Daycare Assistant

Samuel Family Childcare Home - Oklahoma City, OK

January 2021 to August 2021

- Oversaw and administered group learning activities, encouraged equal participation, and offered specialized attention based on parent and teacher recommendations
- Cleaned and prepared classrooms for instruction, organized education materials and equipment
- Prepared and served meals, oversaw group cleanup and naptime
- Monitored children in different play areas and reinforced safety policies and procedures to safeguard children.
- Fostered meaningful relationships with lead teachers, children, and parents to promote program and organizational missions

Warehouse Associate

Hobby Lobby - Oklahoma City, OK

January 2020 to December 2020

- Handled incoming and outgoing orders
- Loaded/unloaded trucks and boxes
- Operated pallet jacks and racking systems
- Marked and packaged items
- Trained several new team members

Advanced Technical Support Representative

Sprint - Oklahoma City, OK

October 2018 to October 2019

- Ensure customer retention and satisfaction by identifying customers' needs, clarifying information, researching every issue, and providing solutions.
- Memorize all the company's products and services to answer questions quickly and efficiently.
- Utilize various call center tools, provide required training, and document all customer problems.
- Collate source data such as customers' names, addresses, phone numbers, credit card information and enter data into various customer service software.
- Train new employees in customer service script recitation, conflict resolution and data entry practices.
- Work independently with or without direct supervision.
- Provide continuous training and back up support to teammates.
- Develop and maintain professional relationship with customers, coworkers, and management.

Warehouse Associate/ Temp Agency

Aerotek/Elite Workforce - Oklahoma City, OK

January 2018 to October 2018

- Achieve exceptional levels of customer satisfaction, through timely accurate processing and shipping of orders.
- Commended for team oriented attitude, contributing to improved efficiency and nearly 100 percent accuracy in order tracking and processing.
- Sustained zero safety hazard violations by proactively maintaining clean and organized work area.
- Proficient in the use of pallet movers, and sit down forklift; troubleshoot breakdowns and call for repairs
- Readily support new processes, and promote team oriented environment to enhance productivity, build moral, and control cost.

Human Resource Specialist (42A)

US ARMY-NATIONAL GUARD - E Saint Louis, IL

April 2011 to August 2015

- Responsible for providing support that affects soldiers' overall welfare and wellbeing.
- Assist leaders with keeping soldiers combat ready and effective.
- Help soldiers develop their Army career, which includes providing promotions and future training information
- Personnel support and assistance with regards to transfers, travel orders, and salary details
- Manage hiring process, including open positions, review resumes, coordinating interviews.
- Managing the on boarding process for new soldiers.
- Maintaining up to date personnel information and files.
- Help soldiers develop their Army careers, by providing promotion and future training information.
- Personnel support and assistance with regards to transfers, travel orders and salary details.

Education

Trade in Certified Nursing Assistant

MedNoc Training College - Oklahoma City, OK

June 2021 to June 2021

Trade in Cosmetology

Imagine Paul Mitchell Norman - Norman, OK

March 2016 to April 2017

High School Diploma

Greater Christian Academy - St. Louis, MO

September 2008 to 2012

Skills

- Childcare
- Toddler Care

Military Service

Branch: United States National Guard

Rank: Specialist

Certifications and Licenses

Certified Nursing Assistant (CNA)

July 2021 to July 2023

CPR Certification