

Alicia Sims

Customer Service Representative

Jonesboro, GA 30238
sims0104@icloud.com
+1 770 871 0797

A reliable lead customer service representative with the ability to maintain complex systems, interpersonal communication, meeting all required deadlines with valuable customer service.

Authorized to work in the US for any employer

Work Experience

Lead Customer Service Representative

Walmart - Riverdale, GA
September 2021 to Present

review and submit return claims, money transfers, cashier, train new hires, and back up for hardlines.

Assistant Manager

Circle K - Fayetteville, GA
April 2021 to August 2021

loading systems safety for atm and store safe's, training all new employee's, process financial transaction documents, shipping and receiving of incoming store deliveries, oversee store inspections, and perform audits

Package Handler

DICK'S Sporting Goods - Fayetteville, GA
August 2020 to April 2021

Unloading trucks, performing online shipping and receiving, and cashier

Dietary Aide

CONCORDIA RETIREMENT CENTER - Fayetteville, GA
November 2018 to February 2020

patient relations, customize dietary orders, food prep, and served patients

Education

GED

Youth challenge Military Academy - Fort Stewart, GA
July 2016 to December 2016

Skills

- Dietary Aide Experience (2 years)

- Assistant Manager Experience (Less than 1 year)
- Cash Handling (3 years)
- Merchandising (1 year)
- Food Preparation (2 years)
- Computer skills (2 years)
- Phone etiquette (1 year)
- Writing skills (Less than 1 year)
- Communication skills (2 years)
- Customer service (4 years)
- Cashiering (3 years)
- Retail Sales (2 years)
- Store Management Experience (Less than 1 year)
- Kitchen Experience
- Packaging (2 years)
- Warehouse experience (1 year)
- Microsoft Word
- Time Management
- Inventory Control
- Front desk (1 year)
- Retail management
- Windows
- Childcare

Certifications and Licenses

Heartsaver Certification

CPR Certification

BLS Certification

Assessments

Cashier skills — Highly Proficient

August 2021

Counting cash, processing transactions, following written procedures, and attending to details

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.