**TEMPEST BOOKER**

Milwaukee, Wisconsin, 53216 7738921847 tempestbooker23@gmail.com



# CAREER OBJECTIVE

Customer-focused professional with experience providing customer and call center support, seeking to obtain the caregiver position with your company.

**CERTIFICATIONS**

AttentaCare Residential Living Options (Community Based Residential Facility Certification) - 2018

**WORK EXPERIENCE**

ARI Logistics, Oak Creek, Wisconsin

*Sales Associate/Order Entry, Apr 2017 – Jul 2017*

Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.

 Inventory and order materials, supplies, and services.

Compute, record, and proofread data and other information, such as records or reports.

 Manage projects or contribute to committee or team work.

Duncan Solutions, Milwaukee, Wisconsin

*Collections Agent, May 2015 – Apr 2017*

 Advise customers of necessary actions and strategies for debt repayment.

 Locate and monitor overdue accounts, using computers and a variety of automated systems.

 Confer with customers by telephone or in person to determine reasons for overdue payments and to review the terms of sales, service, or credit contracts.

JC Penny Call Center, Wauwatosa, Wisconsin

*Resolution Specialist, Jun 2010 – May 2015*

 Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.

 Check to ensure that appropriate changes were made to resolve customers' problems.

 Refer unresolved customer grievances to designated departments for further investigation.

 Confer with customers by telephone to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

**EDUCATION**

Milwaukee Area Technical College, Milwaukee, Wisconsin *GED - 2009*