

Aliyyah Shabazz
2862 Chelsey Trail
Jonesboro, Ga 30236

I'm a hard-working, creative multitasker with a lot of ambition to become successful in my career. I strive to become more educated in my field. I thrive on my influence on helping people achieve their goals and have successful. I have been an in customer service role for over five years, this experience includes call service experience. I am an excellent problem-solving, which is a big part of customer service. I am relatable to customers because I treat customers the way I would like to be treated. I excel at being a part of the team because, I am creative and helping. I am a all around team player.

January 13,2022-May 26, 2025

Aspire Outreach

Job description

- **Obtains client information by answering telephone calls; interviewing clients; verifying information.**
- **Determines eligibility by comparing client information to requirements.**
- **Establishes policies by entering client information;**

- confirming pricing.
- Informs clients by explaining procedures; answering questions; providing information.
- Maintains communication equipment by reporting problems.
- Maintains and improves quality results by adhering to standards and guidelines; recommending improved procedures.
- Updates job knowledge by studying new product descriptions; participating in educational opportunities.
- Accomplishes sales and organization mission by completing related results as needed.

Halah Guys

Customer Service Representative

January 2020-July 2022

Job Description

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- Respond to customer inquiries and complaints through various channels (phone, email, chat).
- Provide accurate information about products or services.
- Resolve customer issues and complaints in a professional and timely manner.

- Process orders, returns, and refunds according to company policies.
- Maintain detailed and accurate records of customer interactions.
- Follow up with customers to ensure satisfaction.
- Collaborate with internal teams to resolve complex issues.
- Identify customer needs and provide solutions to enhance their experience.
- Stay updated on product knowledge and company policies.
- Handle high-volume customer interactions efficiently and professionally.

We Sub Teach

Substitute teacher

July 24,2022- September 25,2022

Job description

- Follow lesson plans provided by the regular Teacher to create a cohesive and consistent learning experience for students
- Manage the classroom effectively to encourage student participation, minimize distractions and maintain a positive learning environment
- Adapt teaching methods to fit the needs of each

individual student

- Supervise students in and out of the classroom, including in the halls, on the playground and in the cafeteria
- Provide in-class and at-home assignments based on the available lesson plan
- For long-term substitutes: develop lesson plans and assignments consistent with the regular teacher's past lesson plans

Education

Georgia Piedmont technical
College

Clarkston, Ga 30021

Early childhood development

December 2021-May 2021

S&L Start and associates

Spokane, Washington 99224

RBT Training

July 2019- August 2019

Georgia Piedmont technical
College

Clarkston, Georgia 3002

GED program

April 2014

