**Kendra Roberts**

107 Cacao St.│Lake Jackson, TX 77566│979-824-1410│kren2012@gmail.com

**PROFESSIONAL SUMMARY**

Highly experienced Customer Service professional seeking to transition into an Administrative Assistant role. Able to work in a fast-paced environment, with minimum supervision, while maintaining emphasis on the highest quality of consumer service. Excellent listening skills, oral and written communications. Comfortable in interacting with all levels of the organization and public. Key qualifications include:

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| * Attention to detail, excellent planning, organizing and time management skills
 | * Proven ability to handle multiple, competing priorities in an effective manner
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| * Proficient in Microsoft Office Applications
 | * Inventory Management
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**EDUCATION**

**Texas Southern University- Houston, TX** 06/2013- Present

Earning a Bachelor of Arts in Business Management

**Brazosport College- Lake Jackson, TX** 07/2014

Associates of Arts-Office Administration

**WORK EXPERIENCE**

**Wells Fargo/Teller-Lake Jackson, TX** 07/ 2013- Present

* Recognized for accuracy, commitment, and the ability to manage multiple tasks simultaneously
* Provide exceptional levels of customer service and processed accurate and timely transactions
* Follow all bank policies and procedures, and apply the highest degree of accuracy to process transactions in a timely manner
* Ensure exceptional levels of customer service are met and maintained on a daily basis.
* Introduce customers to new products and services, and generate leads for other members of the sales team; Make sales referrals, recommends alternate channels, cross sells bank services and products for Wells Fargo partners

**Meador Staffing Agency/ Office Clerk- Pearland, TX** 01/2013-02/ 2013

* Performed office support activities such as sorting and processing outgoing mail; drafted routine memos, correspondence, reports, forms for the organization, Qualspec Group
* Reviewed all operators inspection documents to ensure accuracy and completion
* Assisted in maintaining various office files; reviewed and organized materials, forms and verifications
* Filed correspondence, reports, memos, documents, etc. in accordance with established filing system.
* Completed time and expense sheets ; assisted with billing duties

**CVS Pharmacy/ Customer Service Representative- Lake Jackson, TX** 11/2011-01/2013

* Demonstrated exceptional customer service to ensure customer satisfaction
* Answered multiple telephone lines and directed calls as necessary
* Operated cash registers money transactions for customer’s purchases

**Lowes/Customer Service Representative- Lake Jackson, TX 12/2008-01/2010**

* Greeted customers upon arrival provided impeccable customer service at all times
* Answered multiple telephone lines and connected calls to appropriate departments
* Accurately completed sales transactions and conducted opening/closing audit procedures ;opened new credit card accounts as needed and/or requested