

Whitney F. Armstrong

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Objective

Experienced customer service representative looking to leverage background of exceptional communication and customer service skills.

Professional Experience

Cashier	Oct 2020 to Present
Pilot Flying J	
<ul style="list-style-type: none">* Process checks, money orders and scale tickets* Complete Shift paperwork* Ensure safety, health, food safety and sanitation requirements are met.	

Customer Service	July 2018 to March 2019
Tata Consultancy Services	
<ul style="list-style-type: none">* Provided outstanding customer service to clients, agents and financial advisors.* Worked with a diverse group of people; management, supervision and co-workers.* Assisted customers with management of their money.	

Customer Service	Dec 2017 to July 2018
Aerotek, Cedar Rapids, IA	
<ul style="list-style-type: none">* Mentor multiple peers including seasoned reps.* Take inbound/outbound calls in high volume center* Strive for inclusive work environment with peers and leadership.* Take escalated calls to diffuse callers with insurance questions.	

Customer Service Representative	August 2017 to November 2017
Safelite Solutions, Hiawatha, IA	
<ul style="list-style-type: none">* Worked in high volume call center and managed inbound/outbound calls.* Collaborated with Tow companies to arrange safe pick up with Clients.* Operated in escalated environment with hurricane season with Clients.	

Cashier	January 2017 to August 2017
Big 10, Hiawatha, IA	
<ul style="list-style-type: none">* Managed front store as well as ran the kitchen.* Trained new staff to be proficient at tasks.* Inventoried stock to ensure adequate supplies.* Handled cash and made correct change.	

Housekeeping	June 2016 to January 2017
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Doubletree, Cedar Rapids, IA	
<ul style="list-style-type: none"> * Supervised a team of four to ensure daily responsibilities were met. * Delegated appropriate jobs to staff to complete housekeeping duties. * Assisted Customers by providing detailed information resolving their complaints and making them end in a positive experience. 	

Cashier	May 2015 to June 2016
Casey's General Store, Marion, IA	
<ul style="list-style-type: none"> * Actively built and maintained strong customer relationships. * Proactively resolved customer concerns. * Educated co-workers in a professional and friendly manner. * Used debit/credit card machines. * Handled cash and made correct change. * Processed coupons, food stamps and other aid vouchers. * Maintained clean work area. * Punched in codes for items without barcodes. * Scanned all items so that bill was correct. 	

Certified Nursing Assistant	April 2014 to July 2014
Emeritus at Silver Pines, Cedar Rapids, IA	
<ul style="list-style-type: none"> * Provided compassionate patient care under direct supervision of nursing staff. * Checked patients' vital signs. * Helped patients with bathing, grooming and using the restroom. * Helped patients get dressed and undressed. * Helped patients with movement, such as walking, sitting, and rolling over. * Helped feed patients. * Safely transported patients in beds and wheelchairs. * Helped clean rooms and equipment. * Maintained a clean, safe, and organized work environment. * Performed clerical duties such as answering phones, taking messages, scheduling appointments and filing records. * Followed all health and safety rules. * Experience working in a long-term care facility. 	

Education

High School Diploma, Arroyo Valley High School, San Bernardino, Ca

Technical or Computer Skills

Cashier, Customer service, Data Entry, E-Mail, Food Preparation, Food Service, General Office, Janitorial / Cleaning, Sales, Cleaning, Food Service Experience, General Office Duties, Appointment Setting, Clerical Duties, File Management, Long-Term Care, Organizing and Maintaining Clean Work Area, Patient Bathing, Patient Care, Taking Messages, Telephone Skills, Vital Signs Measurement, Filing, Organizational Skills