
ANNA LEWIS

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PROFESSIONAL SUMMARY

I'm a hard worker with a keen eye for details and excellent organizational skills who is eager to contribute to team success. An understanding of managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team and organizational goals.

SKILLS

- Organization and Time Management
- Dependable and Responsible
- Active Listening
- Training and Development
- PPE Compliance
- Attention to Detail
- Planning and Coordination
- Written Communication
- Self-Motivated
- Flexible and Adaptable
- Critical Thinking
- Multitasking Abilities
- Interpersonal Communication
- Cultural Awareness
- Good Telephone Etiquette
- Google Workspace

WORK HISTORY

FC Associate I, 08/2021 to Current

Amazon – Little Rock, AR

- Followed procedures at all times for personal and team safety.
- Packed order items rate of 92 per hour.
- Maintained tidy and clean work areas to promote optimal productivity and safety standards.
- Moved cardboard, plastic ties and other debris from unboxing to trash.
- Kept work areas neat, clean and free from debris.
- Evaluated merchandise for irregularities, flaws or damage prior to packing.
- Read and analyzed work orders to verify consistency with merchandise information

Customer Service Representative Specialist, 08/2020 to 12/2021

Majorel – Chandler, AZ

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Recommended products to customers, thoroughly explaining details.
- Updated account information to maintain customer records.
- Clarified customer issues and determined root cause of problems to resolve product or service complaints.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Processed customer adjustments to maintain financial accounts.
- Answered product and service questions, suggesting other offerings to attract potential customers.
- Responded to customer requests for products, services and company information.
- Used company troubleshooting resolution tree to evaluate technical problems and find appropriate solutions.
- Developed highly empathetic client relationships and earned reputation for exceeding service standard goals.
- Effective liaison between customers and internal departments.
- Handled over 90 calls per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services

Janitorial Lead, 10/2019 to 09/2021

Accord Federal Services – Knoxville, Tennessee

- Supervised supplies in inventory and submitted reorder requests.

- Performed daily facility checklists for cleaning floors, wiping down glass entryways and collecting trash.
- Followed safety standards and established SOPs when handling, mixing and storing hazardous chemicals.
- Responded immediately to calls from personnel to clean up spills and wet floors.
- Maintained optimal supply levels to meet daily and special cleaning needs.
- Maintained cleanliness of restrooms by washing down and properly sanitizing walls, floors and toilets.
- Emptied waste paper and other trash from premises and moved to appropriate receptacles.
- Used organic-based chemicals to disinfect floors, counters and furniture.
- Developed and implemented performance improvement strategies and plans to promote continuous improvement.
- Monitored company inventory to keep stock levels and databases updated.
- Adhered to social distancing protocols and wore mask or face shield.

Collection Customer Service Representative, 01/2011 to 09/2019

First Collections Services – Mabelvale, AR

- Entered client details and notes into system for interdepartmental access and review.
- Deployed automated system tracking and skip tracing to locate hard-to-find, re-located customers.
- Processed debtor payments and updated accounts to reflect new balance.
- Prevented impending loss and increased profitability by enforcing scheduled collection campaigns, consistently achieving targeted recovery rate.
- Advised customers of alternative actions and strategies for debt repayment.
- Located customers with overdue accounts and solicited payment in compliance with fair debt collection practices.
- Demonstrated respect, friendliness and willingness to help wherever needed.
- Actively listened to customers' requests, confirming full understanding before addressing concerns.
- Managed team of employees, overseeing hiring, training and professional growth of employees.
- Resolved problems, improved operations and provided exceptional service.
- Exceeded goals through effective task prioritization and great work ethic.
- Developed and maintained courteous and effective working relationships.
- Listened to customers and negotiated solutions that met creditor and debtor needs.
- Worked with customers to understand needs and provide excellent service.
- Learned new skills and applied to daily tasks to improve efficiency and productivity.
- Entered client details and notes into system for interdepartmental access and review
- Managed over 30 to 40 calls per day

EDUCATION

Bachelor of Administrative Studies : Human Resources Management, Expected in 10/2023

Southern New Hampshire University - Manchester, NH

Awarded Honor Roll

Winter 2021

Fall 2021

Summer 2022,

President List

Fall 2020

- Member of The National Society of Leadership and Success

GED: 10/2010

Lonoke County Adult Ed Center - Lonoke, AR