

BEVERLY SAYERS

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EXPERIENCE

10/2021 – CURRENT

CUSTOMER ADVOCATE SUPERVISOR, ACT, INC.

Assist and manage a team of agents with training and continued learning for the State and District line of business. Monitor calls and emails to pinpoint areas for additional training. Assist with any questions or policies that the team may have.

9/7/2021 – 10/2021

CUSTOMER SERVICE ADVOCATE I, ACT, INC.

Assist customers with State and District Testing questions and procedures. Provide “White Glove” customer service to all clients.

7/1/2019 – 9/3/2021

ENGAGEMENT COACH I, STARTEK

Responsible for day-to-day coaching of Engagement Specialist. Works with leadership teams to identify problems and improve customer service levels. Communicates company policy, procedures and practices to staff, customers, other departments, and/or senior leadership. Resolves routine and/or escalated customer service problems. Writes and conducts performance evaluations; may assist in employment decisions and setting performance goals and objectives; may suggest methods to improve customer satisfaction. Assist agents and customers with technical support for system and network issues.

5/2012 – 6/14/2019

RESERVATIONS SUPERVISOR, BRITAIN RESORT MANAGEMENT

Learned all aspects of properties, beginning with Breakers Resort then later branching out to numerous other sister properties, and presenting them to potential guests. Assisting guests with obtaining reservations and planning their vacation. Maintaining conversion percentage and setting and exceeding expected goals for the quarter. Before combining with Myrtle Beach Hotels became Lead Reservationist and assisted in daily supervising of reservations department. Supervise the floor and reservations agents. Assist with any questions or policies that agents or guests may have. Work with a team of agents to coach them and help improve their sales and meet their monthly goals while maintaining a set of standards that have been set forth. Provide daily training to agents as needed. Assist agents with computer systems and network errors. Troubleshoot to gain access to programs and payment systems.

6/2011 – 6/2012

STORE MANAGER, TOUCH OF CLASS

Maintain all inventory, oversee employees and daily operations, prepare sales reports, cash management, scheduling.

3/2010 – 5/2011

ASSISTANT DIRECTOR OF HOUSEKEEPING, CORAL BEACH RESORT

Assisted in running the housekeeping and laundry departments. Maintained inventory, vendor accounts, payroll budget, scheduling, and hiring and firing of employees.

6/2008 – 3/2011

BOOKKEEPER/PROPERTY MANAGER, DAKOTA DEVELOPMENT, INC

Maintain all property and payroll data, AR, AP, and Taxes. Prepare biweekly, monthly, and quarterly reports, collect rents, process rental applications.

11/2007 – 2/2008

HOUSEKEEPING MANAGER, RIPTIDE BEACH CLUB

Oversaw all daily housekeeping duties, Inventory, Purchasing, and scheduling.

3/2007 – 7/2007

NIGHT AUDIT-TEMP, WYNDHAM VACATION RESORTS

Prepare financial reports for daily transactions and send to accounting department. Making sure all transactions were done correctly and if not fix any problems. Making sure all associates learned proper procedures in day to day financial transactions.

2/2006 – 3/2007

LINE OPERATOR, PYOTT BOONE ELECTRONICS INC

Soldered computer components to boards for military contracts. Assisted with troubleshooting when components would not work or would interrupt the relay system.

6/2001 – 2/2006

OWNER/OPERATOR, BIZZY BEEZ CLEANING SERVICE

Oversaw all daily operations. Maintain all financial records including payroll, account receivable, and accounts payable. Supervise a team of ten crews while maintain daily scheduling. Keeping with quality and standards set forth by contracting companies while maintaining a higher standard of personal service.

5/1997 – 6/1999

2ND SHIFT MILKER, ROBERTS DAIRY FARM

Milk 256 head of cattle and administer meds when required. Maintained a clean and sanitized work environment. Provided mechanical and technical support when sanitation and pumping system would break down.



EDUCATION



JUNE 2019

ACCOUNTING, PHEONIX UNIVERSITY



MAY 1999

FINANCIAL MANAGEMENT, SOUTHWEST COMMUNITY COLLEGE

Minored in English and Business Law. Member of PHI THETA KAPA Honor Society and PHI BETA LAMBDA.