

Titiana Fisher

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OBJECTIVE: Seeking an entry-level position in where I can build upon my current skill set to contribute to the development of the company. Determined and goal-oriented, my past work experience in support service coupled with excellent communication skills with strong customer focus providing a great starting point as a driven team player.

EXPERIENCE:

Hemlock Salon & Apothecary, Atlanta, GA — Front office manager

02/2021- PRESENT

- Handle 50+ calls daily regarding registering new clientele, retrieving customer's data product information, and cancelling services.
- Receive numerous customer service awards for critical to quality accuracy, knowledgeable promoting for upselling, and increased customer renewals.
- Participate each month regularly for product inventory and reconcile stock levels according to counts to update in our service business software.

Filament Hair Salon, New York, NY — Front Desk Receptionist/Assistant

08/2019 - 02/2021

- Served as an enthusiastic and welcoming first point of contact for customer's support/ inquiries.
- Scheduled appointments/ensured that any cancellations or readjustments were taken care of to avoid fees.
- Prepared client's hair for several stylists on the floor; including shampooing and conditioning the client. Toner application, Single Process, Blow-outs.

Thomas Taft, New York, NY — Front Desk Receptionist/Assistant

06/2017 - 08/2019

- Operated the cash register, received payments for services rendered/ issued change and receipts.
- Provided clients with information on products and techniques used during hair cutting and styling activities.
- Assigned 50-60 calls 5 days per week to clients regarding their appointments, scheduling, or insight of the salon.

Bobby's Van Steakhouse, JFK Terminal 5, NY — Hostess/ Receptionist

08/2016- 10/2018

- Answered incoming calls regarding the restaurant services, menus, lost & found, and seating placement throughout the day.
- Received payments by validating credit charges; approving checks accepting currency; calculating and issuing change for flight passengers needing to place to go orders.
- Communicated in a high-volume environment achieving customer's satisfaction while contributing to team effort for mutual results as needed.

Community Board 2, Manhattan, NY — Customer Service Representative

2/2014-08/2016

- Answered/transferred an average of up to 80 calls per day addressing customer inquiries and providing resolution regarding the public atmosphere.
- Attended meetings regarding encompassing the neighborhoods throughout the city of Manhattan.
- Developed my understanding of service learning, non-profit governance, and fundraising as an intern.

EDUCATION: Georgia State University, Atlanta, GA— *Psychology* —PRESENT

KEY SKILLS: Problem solving, Leadership, Upselling, Multitask, 40wpm typing speed, and Computer/ IT skills.