

# KEYANNA MYERS

**Phone:** 229 – 289 – 6283 | **Email:** [kjohnson7130@stu.southernregional.edu](mailto:kjohnson7130@stu.southernregional.edu)

## PROFESSIONAL SUMMARY

Experienced customer experience (CX) and technical support professional offering *at least 10 years of experience* in the field seeking employment opportunities related to my skills and expertise; I value effective communication, accurate documentation, and following protocols/procedures. I consider myself driven and dependable leader.

## SKILLS

- |                         |                       |                        |                               |
|-------------------------|-----------------------|------------------------|-------------------------------|
| • NetworkPro            | • Claims / Appeals    | • 42 WPM               | • Cybersecurity               |
| • Order Placement       | • Inventory Control   | • Computer Proficiency | • Information Technology (IT) |
| • SLAs                  | • Clerical Duties     | • Scheduling           | • Authorizations              |
| • Telephone Support     | • ClientPro           | • Disaster Recovery    | • Workload Prioritization     |
| • Installation Services | • Client Registration | • SecurityPro          | • Marketing / Upselling       |
| • ServerPro             | • Quality Assurance   | • Technical Support    |                               |

## WORK HISTORY

### **Service Desk Dispatcher, June 2021 – Dec. 2023**

**Rumbles Document Solutions, LLC** – Thomasville, GA

- Acted as the single point of contact to the customer for all types of service requests
- Pre-processed service requests as they arrive through email, manual entry, or direct customer input; assigned the appropriate service level agreements (SLAs)
- Scheduled internal and field resources on the dispatch portal
- Monitored resource schedules to ensure prompt time entry on service requests

### **Customer Service Representative, May 2018 – June 2021**

**ASK Staffing's** – Alpharetta, GA

- Served customers by providing product and service information (such as placing orders, checking inventory, resolving shipping damage issues, assisting in warranty claims, and other ongoing support)
- Opened customer accounts by recording account information
- Maintained customer records by updating account information
- Resolved product or service problems by clarifying the customer's complaint

### **Customer Service Representative, Oct. 2015 – May 2018**

**Amazon** – Remote

- Resolved conflicts, determined customer needs, set appropriate expectations, and appropriate solutions through incoming calls
- Documented customer account activities thoroughly and concisely; Rated top 5% on customer after call surveys
- Operated logistics software using maps to accurately locate homes for delivery drivers and locate incorrect delivered packages
- Communicated with delivery drivers provided customer gate codes, delivery instructions, and troubleshoot mobile apps

### **Lead Customer Service Representative, June 2012 – Oct. 2015**

**Teleperformance** – Remote

- Answered at least 50-70 customer/client requests or inquiries concerning services, products, billing, equipment, claims, and reported errors
- Executed all Company marketing plans and programs, ensuring precise and met deadlines
- Made recommendations according to customer's needs on features, accessories, upgrades, and rate plans
- Utilized operational systems to process purchases of AT&T products and services; i.e. collections, payments for Wireless bills and accessories

## EDUCATION

### **Associate's Degree: Nursing**

**Southern Regional Technical College** – Thomasville, GA

**Dec. 2024**

### **Associate's Degree: Cybersecurity**

**Southern Regional Technical College** – Thomasville, GA

**May 2023**

*References Available Upon Request*

