

KENETRA WILLIAMS

Dallas, TX 75241

7696102612 - kenetrawilliams3@gmail.com

PROFESSIONAL SUMMARY

Authorized to work in the US for any employer

SKILLS

- Medical Emergency Response
- Internal Fraud
- Crisis Situations
- Loss Prevention Policies
- Critical Thinking
- Reading Comprehension
- Good Communication Skills
- Advanced Typing
- Active Learning

WORK HISTORY

01/2023 to Current **Fraud Protection Agent**

Verizon – Dallas, TX

- Calmly and efficiently addressed emergency situations such as safety hazards and threats to life or property, deescalating when possible, and directing shoppers to safety.
- Attentively monitored store and surrounding areas for signs of attempted theft by customers or personnel, intervening when necessary.
- Supported audits, shortage control initiatives, apprehensions, and disposition by preparing and reviewing associated paperwork.
- Generated comprehensive reports documenting evidence of attempted theft and recovered merchandise.
- Investigated and documented thefts and suspicious activity to improve issue prevention.
- Monitored emerging security products, services and procedures to upgrade current provisions.
- Developed and launched a loss-prevention program.
- Liaised with law enforcement and security personnel in issue investigation.
- Collaborated with law enforcement to detain and prosecute theft perpetrators, appearing in court hearings to provide honest and full eyewitness testimony of events.
- Worked with auditors to conduct investigations into suspected theft or fraud by internal personnel.
- Interviewed suspects, customers and witnesses to obtain helpful information and statements.
- Evaluated exhibited behavior and age of suspected perpetrators to calculate appropriate response to suspected theft attempts, erring on side of caution to mitigate liability risk.

- Conducted daily store walk-throughs to identify potential security risks.

02/2018 to Current **Receptionists**

Merit Family Services – Fort Worth, TX

- I make phone calls,I make appointments, I also file away paperwork,etc..
- Resolved customer problems and complaints.
- Corresponded with clients through email, telephone, or postal mail.
- Answered phone promptly and directed incoming calls to correct offices.
- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Responded to inquiries from callers seeking information.

01/2021 to 04/2022 **Customer Services Assistant**

PetSmart – Dallas, TX

- Recommended solutions to complex situations through research and critical thinking and escalated customer to supervisor for enhanced support.
- Supported customer questions and issues by gathering data, analyzing needs, evaluating possible resolutions and implementing best solutions.
- Delivered exceptional customer service by prioritizing emergency issues and developing and employing workarounds to solve problems expeditiously.
- Resolved customer complaints by distinguishing, prioritizing and reporting technical issues.
- Contributed ideas and practical solutions to support process improvement efforts.
- Liaised with internal teams to resolve customer concerns, escalate issues and serve as company ambassador.
- Shared strategic insights with interdepartmental teams regarding customer experience and service-related trends to improve service delivery.
- Connected with customers to address questions and resolve issues through phone and email.
- Documented customer interactions in computer system and assisted cross-functionally with billing and technical support to deliver high-quality customer service.

01/2016 to 06/2017 **Manager**

Burger King – Jackson, MS

- I was responsible for shifts, count money ,make deposits, runs drive thru
- Etc.
- Maintained professional, organized, and safe environment for employees and patrons.
- Accomplished multiple tasks within established timeframes.
- Resolved staff member conflicts, actively listening to concerns and finding appropriate middle ground.
- Onboarded new employees with training and new hire documentation.
- Developed and maintained relationships with customers and suppliers through account development.
- Cross-trained existing employees to maximize team agility and performance.

- Maximized performance by monitoring daily activities and mentoring team members.
- Monitored and analyzed business performance to identify areas of improvement and make necessary adjustments.
- Improved safety procedures to create safe working conditions for workers.
- Managed and motivated employees to be productive and engaged in work.
- Improved marketing to attract new customers and promote business.
- Controlled costs to keep business operating within budget and increase profits.
- Planned and budgeted accurately to provide business with resources needed to operate smoothly.
- Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Developed detailed plans based on broad guidance and direction.

02/2014 to 12/2015 **Assistant Store Manager**

KFC | Taco Bell | Dairy Queen | The Hodges Management Co – Jackson, MS

- I WAS TO RUN SHIFTS,I COOKED ,RAN CASHIER S , COUNTED MONEY AND DID DEPOSITS
- Maintained positive customer relationships by responding quickly to customer service inquiries.
- Verified inventory counts remained within monthly tolerance levels and compiled financial data in compliance with budget.
- Coached sales associates in product specifications, sales incentives, and selling techniques, significantly increasing customer satisfaction ratings.
- Rotated merchandise and displays to feature new products and promotions.
- Supervised and evaluated staff to help improve skills, achieve daily objectives, and attain advancement.
- Responded to customer concerns, working with manager to significantly raise customer satisfaction ratings.
- Processed payments for credit and debit cards and returned proper change for cash transactions.
- Interviewed, hired, and trained staff associates and equipped to comply with company policies and procedures.
- Provided weekly work schedules to employees to accommodate business demands and vacation requests.
- Reconciled daily sales transactions to balance and log day-to-day revenue.
- Managed opening and closing procedures and recommended changes to enhance efficiency of daily activities.
- Walked through store areas to identify and proactively resolve issues negatively impacting operations.
- Analyzed customer feedback and implemented strategies to improve customer experience.
- Developed and maintained strong relationships with vendors to facilitate timely product delivery.

- Created and maintained safe and secure work environments for employees.
- Implemented business strategies, increasing revenue and effectively targeting new markets.
- Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
- Scheduled employees for shifts, taking into account customer traffic and employee strengths.

02/2013 to 01/2014 **UPS Package Handler**

UPS – Jackson, MS

- Handle package as well as picking boxes up and loading them in the trucks.

04/2012 to 12/2012 **HOUSEKEEPER**

Hampton Inn – Jackson, MS

- Clean beds, mop, vacuum, clean restroom, pull linen, etc.
- Vacuumed rugs and carpeted areas in offices, lobbies, and corridors.
- Cleaned and stocked guest rooms by replacing used towels and linens vacuuming floors, making beds, and restocking bathroom items.
- Disinfected and mopped bathrooms to keep facilities sanitary and clean.
- Used chemicals by following safety protocols and procedures to avoid burns and injuries.
- Dusted picture frames and wall hangings with cloth.
- Removed bed sheets and towels from rooms and pre-treated stains to maintain and restore linen condition.
- Hand-dusted and wiped down office furniture, fixtures, and window sills to keep areas clean and comfortable.
- Verified cleanliness and organization of storage areas and carts.
- Maintained clean and comfortable environments in commercial buildings by vacuuming, cleaning windows, and dusting.
- Engaged with guests on room requirements and amenities to promote overall satisfaction.
- Worked on cleaning team to service hotels, offices, and other commercial buildings.

EDUCATION

Canton high - Canton, MS