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MARCEANNA HAMPTON

Call Center Customer Service Representative

PROFESSIONAL SUMMARY

Hardworking, highly motivated professional eager to lend combined knowledge and skills to enhance business performance. Operates well in both individual and team capacities, leveraging seasoned work ethic to quickly adapt to different processes and drive company objectives. Resourceful and results-driven with a passion for growth and efficiency to meet company needs and increase service value.

EMPLOYMENT HISTORY

CUSTOMER AND DISPATCHING SERVICE REPRESENTATIVE

Sep 2022 - Sep 2024

Garfield Trucking

Byhalia

- Investigated escalated customer complaints using effective problem solving skills and communication strategies.
- Communicated effectively with drivers providing instructions regarding routes taken and delivery locations.
- Created detailed route plans based on client preferences taking into account traffic patterns, road conditions.
- Recognized potential problems early and took initiative in addressing them quickly and effectively.
- Developed strong working relationships with customers, carriers and other departments within the organization.

CUSTOMER SERVICE REPRESENTATIVE

May 2018 - Dec 2021

Powell's Cleaning Service

Byhalia

- Maintained a high level of professionalism when dealing with difficult customers.
- Handled customer complaints and inquiries in a courteous and efficient manner.
- Provided exceptional customer service to ensure customer satisfaction.
- Demonstrated excellent communication skills, both verbal and written, in order to effectively interact with customers.
- Resolved customer complaints promptly and efficiently.

INBOUND CLERK

Oct 2024 - Jul 2025

Scott's DHL

Memphis

- ♦ Managed inbound processing to ensure accurate shipment handling and improve efficiency.
- ♦ Optimized workflows for timely processing, enhancing operational performance.
- ♦ Implemented procedural changes, leading to measurable improvements in shipment accuracy.
- ♦ Very Skilled in SAP.

EDUCATION

ASSOCIATE OF APPLIED SCIENCE IN BUSINESS MANAGEMENT

Colorado Technical University

HIGH SCHOOL DIPLOMA

James Madison High School

HIGH SCHOOL DIPLOMA

Byhalia High School

SKILLS

Microsoft Office (*Expert*), Verbal and Written (*Expert*), Customer Service (*Expert*), Appointment Scheduling (*Expert*), Creative Thinking (*Expert*), Problem Solving (*Expert*), Active listening (*Expert*), Attention to detail (*Expert*).