

Treva Wright

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Customer service professional recognized for strong communication, a quiet and focused mindset, fosters positive experiences for clients and staff alike. Committed to maintaining quality customer experiences, solving problems proactively, and contributing to a welcoming and productive work environment. Computer Literate and proficient in Microsoft Office and Google Suite.

EXPERIENCE

Premium Wireless, Collierville, TN

Customer Service Representative

04/2024 - 02/2025

- Represented wireless carrier inside a Walmart location, calculated costs of goods and services, and sold contracts for service and handsets.
- Demonstrated features and benefits of goods and services in person with customers, providing information in a way that led to sales
- Responded to and resolved customer complaints with skills that resulted in customer satisfaction and repeat sales

GIVE CLEAN TENNESSEE, Memphis, TN

Commercial Cleaner at Baptist Desoto Hospital

04/2022- 04/2024

- Prepare and select appropriate chemicals, tools, and supplies for cleaning and maintenance activities
- Clean offices, workspaces, public areas, and restrooms
- Monitor building conditions to assure staff and visitor safety, sanitation, and satisfaction

TNT Trucking, Memphis, TN

Office Assistant

11/2017 - 02/2021

- Managed financial transactions by collecting cash, checks, and credit card payments from customers
- Answered multi-line phone system, directing calls to appropriate person, complete clerical support tasks in a timely manner, including managing incoming and outgoing mail.
- Monitor building conditions to assure staff and visitor safety, sanitation, and satisfaction
- Tracked and maintained office supplies, including ordering and verifying deliveries

Kirby Pines LifeCare Community, Memphis, TN

Laundry Technician

09/2019 - 07/2021

- Collected soiled laundry from residents' rooms and designated areas, processed through laundry equipment, collaborating with nursing and housekeeping staff members verify inventory and efficiently meet scheduling needs.
- Folding/hanging/organizing clean laundry for distribution to residents in an efficient manner.
- Created and maintained a clean and organized work environment while completing required training to demonstrate ongoing competency

St. Francis Hospital, Memphis, TN

Housekeeper

2014 - 2016

- Ensured a clean and sanitized environment throughout the facility, including patient rooms.
- Cleaned tools and equipment, including surgical suites and patient treatment areas.
- Respond quickly and efficiently in emergencies

METRO by TMobile, West Memphis, AR

Customer Service Representative

2011 - 2013

- Processed orders and payments
- Introduce customers to Metro products and services, increasing sales volumes and customer retention
- Respond to and resolve customer complaints

EDUCATION

Mitchell High School	Diploma	May 2006
Empire Beauty School	Diploma	July 2014
Olympic Career Training Institute	Forklift Certification	2021