

MORISHA HERNANDEZ CHEEKS

PROFESSIONAL SUMMARY

Experienced in customer service with exceptional oral and written communication skills, active listening abilities, and analytical problem-solving capabilities. Dedication to enhancing customer experiences through service-oriented behaviors and understanding their desires. Known for providing customized solutions that consistently exceed expectations, fostering strong customer loyalty.

EDUCATION

Administrative Assistant Certificate, 02/2022

Restore Education - San Antonio, TX

High School Diploma, 06/2015

Douglas MacArthur High School - San Antonio, TX

WORK HISTORY

Customer Service Representative, 08/2023 to 06/2024

Kohl's Credit and Collections - San Antonio, TX

- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Improved collections efficiency by implementing strategic negotiation techniques and customer service skills.
- Played a key role in reducing account aging by proactively identifying at-risk accounts and initiating early intervention measures.
- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.

Customer Service Representative, 11/2022 to 02/2023

Alorica - San Antonio, TX

- Handled 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer satisfaction
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting, and explaining the best solution to solve the problem
- Maintains customer record by updating account information.
- Utilize computer technology to handle high call volumes.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.

CONTACT

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Email:

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SKILLS

- Active Listening
 - Customer Service
 - Critical Thinking
 - Conflict Resolution
 - Payment Processing
 - Computer Proficiency
 - Technical Support
 - Account management
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Administrative Assistant, 07/2021 to 07/2022

Alamo Resurfacing and Construction - San Antonio, TX

- Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.
- Provided clerical support to company employees by copying, faxing, and filing documents.
- Maintained a clean and welcoming office environment, fostering positive impressions among clients and visitors alike.
- Maintained inventory of office supplies and placed orders.

Robotic Welder, 05/2019 to 07/2021

Toyotetsu Texas Inc - San Antonio, TX

- Maintained machines within work area and problem solved daily tasks
- Updated daily production logs with timely and accurate information informing management of special incidents or non-conformance issues
- Pulled non-conforming materials from production queue and reported to team leader
- Verified quality of finished products to company standards.

Quality Inspector/ Team Lead, 09/2017 to 05/2019

MS Companies - San Antonio, TX

- Performed visual inspections checks for automotive parts
- Tagged and isolated defective material and recorded accurate data regarding defects
- Audited floor employees to ensure proper procedures
- Applied coaching techniques to support team members in improving performance.

Sales Associate , 07/2015 to 07/2017

DD's Discount - San Antonio, TX

- Organized racks and shelves to maintain store visual appeal, engage customers, and promote specific merchandise.
 - Handled cash transactions efficiently while adhering to company cash handling policies, ensuring accuracy in all financial exchanges.
 - Managed returns, exchanges and refunds in accordance with store policy.
 - Provided positive first impressions to welcome existing, new, and potential customers.
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