

Michael Michelle Jones

WORK EXPERIENCE

Alorica Inc. Remote

12/2022 - 01/2024

Customer Service Representative

- Listened to customer concerns, identified the root cause of the contact, and provided solutions to resolve inquiries efficiently
- Identified potential sales leads and cross-sell or upsell products/services when appropriate

Omni Interactions Remote

04/2021 - 09/2021

Customer Service Representative

- Provided excellent customer service via inbound calls and email for leading brands
- Observed the needs of the client while taking inbound calls and noting customer accounts
- Provided exceptional care to verify customer identity, deal with sensitive and private information, and ensure all client policies and protocols were followed

VXI Global Solutions Remote

10/2020 – 03/2021

Inbound Customer Service Representative

- Processed a high volume of consumer inquiries and troubleshooted customer problems using tools and resources appropriately
- Maintained accurate customer data within the company CRM system, updating details as needed

Kids R Kids Atlanta, Ga

09/2019 - 03/2020

Infant/Toddler Teacher

- Observed children, brainstorming creative ideas with co-teachers to develop a tailored schedule and learning environment based on the children's interests
- Earned parental trust through communication and documentation of children's triumphs, adventures, and achievements through daily documentation and personal discussions

Walk, Leap, Grow Fairburn, Ga

01/2019 - 09/2019

Lead Infant Teacher

- Ensured a fun and clean classroom by following essential procedures and guidelines
- Created a safe, nurturing environment that supports children's social, emotional, physical, and intellectual growth

William Sonoma Remote

10/2018 - 12/2018

Seasonal: Universal Service Associate

- Addressed customer questions and concerns regarding product and delivery information
- Reviewed alternative solutions if an item is out of stock and place orders for the customer
- Successfully negotiated and appease customers using a variety of methods established by Williams-Sonoma, Inc., guidelines

Bright Horizons; JCCC College Park, GA

03/2016 - 02/2018

Infant/Toddler Teacher

- Communicated with parents daily to share their children's latest adventures and achievements through a variety of avenues including Teaching Strategies and personal discussions
- Created and applied flexible lesson plans, by having daily circle time based on the students' interests

Michael Michelle Jones

EDUCATION

University of Phoenix, Phoenix, AZ

May 2025

Bachelor of Science in Business with Small Business Management Certificate

Georgia Military College, Fairburn, GA

December 2021

Associates of Arts in Early Childhood Education

OTHER EXPERIENCE, ACTIVITIES, AND CERTIFICATIONS

Independent Contractor – Door Dash, Amazon Flex, Spark Driver

09/2020 - Current

Child Development Associate (CDA) Credential™ (Infant/Toddler)

November 2017

GACE Paraprofessional Assessment

March 2022