

404-771-7595  
kolorz888@gmail.com  
**Tehilliah Daggett**

Motivated individual with experience in customer service and sales. Skilled in building customer relationships and understanding customer needs. Strong communication and interpersonal skills for providing superior customer service. Quickly masters new software packages and hardware technologies. Authorized to work in the United States.

Authorized to work in the US for any employer

## Work Experience

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### **CNA - Certified Nursing Assistant**

Visiting Angels

June 2022 to Present

Responsible for supporting medical staff in administering care to patients with various injuries, illnesses or disabilities. Duties include helping patients bathe and maintain proper hygiene, feeding patients or ensuring they take their medication and assessing their patients' vital signs to notify staff of any changes.

### **CNA - Certified Nursing Assistant**

Better Health Home Care Services

February 2021 to Present

Responsible for supporting medical staff in administering care to patients with various injuries, illnesses or disabilities. Duties include helping patients bathe and maintain proper hygiene, feeding patients or ensuring they take their medication and assessing their patients' vital signs to notify staff of any changes.

### **Package Handler**

FedEx

November 2019 to Present

Work in a fast-paced, physically demanding environment, frequently lifting and moving heavy packages. In addition to sorting and loading packages into trucks efficiently and accurately. Also track packages and resolve any issues that might arise during shipping.

### **Customer Service Representative**

Teleperformance

May 2019 to December 2022

Working diligently with customers, providing them with solutions, answering general customer service questions that may include service issues, billing inquires, and product enhancement opportunities that will continue to drive customer satisfaction for our clients. Providing your unique set of troubleshooting skills, you will own all your customer interactions, with a goal of one call resolution.

### **Customer Service Representative**

Sitel

January 2019 to December 2021

Handle inbound service calls. Understand and strive to meet or exceed metrics while providing excellent customer service. Drive customer satisfaction through voice, chat, and/or email communications. Multitask and navigate through multiple systems.

### **Server**

Cheddar's Scratch Kitchen

February 2019 to September 2019

Responsible for taking orders and serving food and beverages to guests. Play an important role in guest satisfaction as we are also responsible for checking on customers to ensure that they are enjoying their meals and take action to correct any problems.

## Education

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### **Associate's degree in Biology**

Savannah State University - Savannah, GA

August 2019 to February 2020

### **GED**

Butler High School - Augusta, GA

August 2017 to May 2019

## Skills

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- Windows
- Technical support
- Microsoft Word
- Microsoft Excel
- Sales
- Order picking
- Cleaning
- RF scanner
- Shipping & receiving
- Customer service
- Materials handling
- Supervising experience

## Certifications and Licenses

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### **CPR Certification**

### **First Aid Certification**

### **CNA**

### **AED Certification**

## **Food Handler Certification**