

Desiree Catlett

Available

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Seeking to leverage my extensive customer service and call center experience in the role of a Customer Service Representative, aiming to enhance member/patient experiences while fostering team success.

Authorized to work in the US for any employer

Work Experience

Amazon Logistics specialist

Amazon warehouse nashville - Nashville, TN

Present

Picking

- picking items off the conveyor and placing them on the correct racks, then scanning the item to the proper bag for the delivery drivers to deliver to the correct destination.)

Dock worker /Unloading

- diverting packages to proper areas on the dock (sending all packages to the correct line

talent acquisition

training new talent to the amazon team

data entry

microsoft

Packing

Packing items in the correct boxes according to packages

keeping packing area stocked and cleaned

Correctly labeling boxes based on package standards

Employee relations

- Modeling safety standards to new hire employees and associates to ensure all associates are educated on proper package handling, and safety procedures

- acting as the mediator between warehouse associates and managers to ensure safer and well balanced work life

Quality assurance

- Reviewing Safety standoff meetings with leadership to ensure that safety standards are being met on each shift.

- dwelling packages to ensure all packages have been properly scanned to the correct place so that they may be delivered accurately. Using a package management system to track packages that may have been missscanned and scanning to the correct locations.

Contracted Warehouse Associate

Lowe's Distribution Fulfillment Center - Pleasant View, TN

March 2021 to April 2021

Picking - Picking items out of order chutes, using a wrist rocket or handheld scanner to properly scan in the item, and placing the item in the recommended cubby per scanner recommendations in order for order to be packaged.

Moving in at a speed to be able to fulfill an appropriate amount of orders throughout each shift

Packing - removing items from recommended cubbys per scanner recommendations and packaging then in the appropriately sized boxes. Taping and accurately labeling the boxes in order to pass inspection and placing packaged orders on the conveyor properly

Pick mod / Order picking - picking orders from inventory per scanner recommendations on which orders are needed at the moment, and placing them in totes to be sent down to picking and packing department

Customer Service Representative (Contract)

Carters/Oshkosh - Remote in tennessee

June 2020 to September 2020

- Provided professional account management services by multitasking across multiple applications. - Delivered technical support and computer troubleshooting assistance for customers placing orders. - Utilized email, chat, and phone communication systems to address customer inquiries regarding orders. - Managed customer discounts, reward points, and coupon codes using Salesforce

Home working environment

- tibco to input customer discounts, reward points, and coupon codes.
- OMS to manage and track customer orders.
- borderfree (international order tracking system) tracked and managed international customer orders.

Customer Service Representative

Carnival Cruise Lines - Remote

September 2019 to February 2020

- Conducted data entry tasks efficiently while managing accounts and providing trip advisory services. - Demonstrated proficiency in bookkeeping activities along with sales operations working remotely for over forty hours weekly. - Communicated effectively with clients through phone calls, emails, or chat messaging platforms.

multitasking (contacting customers using phone, email, and chat messaging)

Retail Sales Associate

Bargain Hunt - Clarksville, TN

May 2019 to August 2019

- Handled cash transactions accurately during cashier duties; performed end-of-day counting tasks. - Trained new hires on sales techniques as part of employee relations responsibilities. - Assisted customers proactively while maintaining store organization standards.

Customer Account Representative

TTEC - Hopkinsville, KY

November 2015 to February 2017

Duties included:

Opening and closing accounts and advertising new products,
reviewing account balances, and overdrawn accounts, payment processing, completing wire transfers and account to account transfers,
sending checks, verifying deposits, updating account data and travel status.
verifying profile data and updating customer profiles using data entry and typing skills.

- assisting customers with over the phone with issues

- Answer questions customers may have about products and services they currently have or are could possibility benefit them based off of their current products or interest.
- transferring calls to appropriate Departments
- Setting up bill pay
- Assisting customers with certificates of deposits, , high yield savings,and money market accounts

Skills

- Account Management
- Sales Experience
- Food Service
- Cash Handling
- Retail
- Inventory
- Microsoft Word
- Customer Service
- Call Center
- Analytics
- Data Entry
- Time Management
- remote work
- Salesforce
- Accounts Receivable
- Inventory Management
- Teamwork
- associate training
- Order Fulfillment
- Organizational Skills
- Bookkeeping
- Order Picking Experience
- Banking
- Logistics
- Warehouse Distribution Experience
- Customer service
- Typing
- Communication skills
- Time management

Certifications and Licenses

driver's license

clean driving record updated as of 2022

Assessments

Warehouse safety — Proficient

March 2022

Using safe practices in a warehouse setting

Full results: [Proficient](#)

Customer service — Proficient

February 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Attention to detail — Proficient

April 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Work style: Reliability — Proficient

January 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Customer focus & orientation — Proficient

February 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Work motivation — Proficient

January 2021

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Management & leadership skills: Impact & influence — Proficient

February 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Proficient](#)

Work style: Reliability — Proficient

April 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Sales skills — Proficient

February 2022

Influencing and negotiating with customers

Full results: [Proficient](#)

Attention to detail — Proficient

February 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Call center customer service — Proficient

October 2022

Demonstrating customer service skills in a call center setting

Full results: [Proficient](#)

Teamwork: Interpersonal skills — Proficient

August 2023

Responding to challenging team situations at work

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.