**Candace Caprice Thompkins**

703 Gladiolus Dr apt B5●Jonesboro, AR 72401

●Cell: 870-897-6994

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**Personal Statement**

I am hardworking, friendly and motivated. I have extensive experience in the customer service industry but I am always willing to learn new things and challenge myself for new tasks. I enjoy working on a team but also have the drive to work diligently and effectively alone.

**Objective**

To obtain a position within an organization with room for growth and development and to utilize my extensive customer service skills.

**EMPLOYMENT HIGHLIGHTS**

StarTek , Jonesboro, AR August 2008- February 2011

**(AT&T Call Center Vendor)**

**Customer Service Agent**

* Inbound call center with responsibility to respond to customer inquires regarding service, billing, equipment, features, activations and/or changes to account.
* Utilized various programs to ensure professional and accurate response to all customer questions.
* Inform customer of all available opportunities for their service and equipment utilizing all aspects of communication for accurate responses.
* Handles all customer complaints and issues regarding product function/ replacement or inquiries of processes of equipment in a courteous and professional manner.
* Completes, processes, and maintains applicable paperwork and records.
* Gathers information, researches/resolves inquiries and logs customer calls.
* Strives to resolve customer issues on the first call without having to transfer callers.

Body Central, Jonesboro, AR June 2007- March 2008

**Floor Associate**

* Provided assistance for customers with finding clothes
* Ensured that all clothes had security tags
* Assisted with changing merchandise for floor sets
* Worked as Cashier

The Heritage Company, Jonesboro, AR February 2006- April 2006

**Telemarketer**

* Called throughout various states for donations on behalf of The Special

Olympics

* Provided excellent customer service to the donors
* Confirmed donor’s personal information and payment information over the

phone so it could be properly submitted to the organization as well as

ensuring data integrity and confidentiality of customer information.

JC Penny, Anchorage, AK August 2005- December 2005

**Floor Associate**

* Provided assistance for customers with finding clothes
* Ensured that all clothes had security tags
* Assisted with changing merchandise for floor sets
* Worked as Cashier

**EDUCATION & TRAINING**

**Arkansas State University, Jonesboro, AR January** 2006- January 2007

Work on general studies toward degree in social work

**East High School, Anchorage, AK** August 2001- June 2005

Obtained High School Diploma

**Computer Proficient:** Microsoft Word, Excel, PowerPoint, Outlook, Internet, Graphic Design, Internet Explorer, Working multiple phone lines, Telephone etiquette, and Typing

**References available upon request**