

Morgan Carpenter

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Professional Summary

Detail-oriented Customer Service Representative with 17 years experience in managing national accounts and resolving customer issues in fast-paced environments. Proven ability to enhance customer satisfaction through effective communication and problem-solving skills. Experienced in appointment setting and demonstrating strong organizational and multitasking capabilities.

Authorized to work in the US for any employer

Work Experience

CSR - Customer Service Representative

R&L Carriers-Colonial Heights, VA

April 2021 to December 2024

- assist drivers with delivery and pickups
- pre pickup bills, check in drivers and arrange pickups.
- Utilized CRM software to document customer interactions and maintain accurate records for future reference
- Provided exceptional customer service by promptly responding to inquiries and resolving issues, resulting in an increase in customer satisfaction
- Managed a high volume of incoming calls and emails, consistently meeting or exceeding the department's average response time.
- Built strong relationships with customers through active listening and empathy, resulting in a large decrease in customer complaints

Walmart Stocker

Walmart-Colonial Heights, VA

September 2020 to April 2021

- Efficiently stocked shelves with inventory, ensuring products were readily available for customers
- Collaborated with team members to unload delivery trucks and organize stockroom, optimizing workflow
- Implemented a rotation system for perishable items to minimize waste and maximize freshness
- Utilized handheld scanners or other technology tools to track inventory levels and update stock records
- Assisted customers in locating specific items within the store, providing friendly and helpful service
- Responded promptly to customer inquiries regarding product availability or location within the store premises
- Participated in regular team meetings to discuss operational updates, challenges, and opportunities

Education

High school diploma

Dinwiddie Senior High School-Dinwiddie County, VA

September 2004 to June 2008

received a business seal on my diploma

early childhood education class complete

Skills

- Management
- Phone etiquette
- Customer service
- Account Management
- Personal assistant experience
- Sales
- Writing skills
- Childcare
- Front desk
- Typing
- Cash register
- English
- Windows
- Microsoft Powerpoint
- Human Resources
- Inside sales
- Retail Sales
- Microsoft Office
- Data entry
- Cold Calling
- Computer skills
- Office Management
- Cash handling
- Microsoft Outlook
- Purchasing
- Communication skills
- Personal Assistant Experience
- Clerical experience
- Research
- Administrative experience

- Leadership
- Retail sales
- Cold calling