

JA ' KYRIA COOKS

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PROFESSIONAL SUMMARY

Resourceful Account Manager with excellent client oversight, issue resolution and relationship-building expertise. Maximized repeat business opportunities and utilized proven prospecting techniques to expand client base. High-level sales cycle knowledge and strong collaborative skills leading to optimum outcomes.

SKILLS

- Order management
- Account verification
- Sales expertise
- Database Management
- Outbound telephone marketing
- Cold calling skills
- AS400, LPS, Equator, SharePoint, Synergy, BOLT, and VOICES
- Proficiency in : MS , Excel , Visio
- Credit Card Processing

WORK HISTORY

11/2021 to 10/2023

Account Management Specialist

Continuum Global Solutions – Remote

- Collaborated with off-site personnel to verify consistent information accessibility and improve customer experience.
- Built and strengthened long-lasting client relationships based on accurate price quotes and customer-centric terms.
- Addressed problems with accounting, billing, and service delivery to maintain and enhance client satisfaction.
- Set clear sales goals to identify activities and behaviors to advance sales process and close deals.

03/2019 to 11/2021

Outbound Customer Service Representative

DSS Research – Remote

- Made outbound lead follow-ups to potential and existing customers by telephone and email to qualify leads and sell products and services.
- Contacted customers after sales process to drive ongoing customer satisfaction and resolve issues and complaints.
- Met established attendance expectations and team revenue goals to achieve company objectives.
- Maintained Salesforce records by logging prospecting activities, adding new contacts and updating account information with useful intelligence.

06/2018 to 02/2020

Customer Service Associate

Walmart – Fort Worth, TX

- Developed and actualized customer service initiatives to decrease wait times.

- Reduced fulfillment errors by using RF scanners to quickly pick items to proper bins.
- Verified product quantity and quality to determine accuracy of orders and reduce errors.
- Achieved production targets by maintaining high productivity levels and communicating with team members regarding orders and fulfillment.

01/2015 to 06/2018 **Manager**

QuikTrip – Fort Worth, TX

- Cross-trained existing employees to maximize team agility and performance.
- Accomplished multiple tasks within established timeframes.
- Maintained professional, organized, and safe environment for employees and patrons.
- Developed and maintained relationships with customers and suppliers through account development.

EDUCATION

Associate Degree In Nursing: Medical Assisting

Tarrant County College District - Fort Worth, TX

Diploma

Everman High School - Everman, TX

Willing to relocate: Anywhere