

# Donna George

New Bern, NC 28562

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(252) 259-5383

## Professional Summary

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With more than 20 years of Customer Service experience, I bring superior communication skills and strong work ethics. Able to acclimate to any given situation and provide a one-call resolution to the customer when possible. A team player with attention to details. I'm organized, quick to learn, and able to meet all deadlines.

## Work Experience

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### **Customer Service Representative**

Zoro-New Bern, NC

August 2024 to Present

Assumed first contact with customers via inbound and outbound phone calls, emails, and chats. Provided essential customer service for the best resolution required. Assisted with product information, placed orders, researched tracking information, and assisted with returns. Took ownership and demonstrates company values.

### **Customer Service Associate**

Diversified Food Service Supply, LLC-Lumberton, NJ

December 2023 to April 2024

Respond to incoming phone calls, emails and chats. Communicated outbound with same options to customers as needed. Provided product information, placed orders, researched delivery tracking, and assisted with returns. With provided resources, delivered the customer a positive experience. Data entry of all calls via Salesforce Platform. Strong KPI and continuous training practices.

### **Customer Service Representative**

West Marine-Fort Lauderdale, FL

October 2020 to December 2023

Answer incoming calls as well as made outbound calls as necessary. Informed customers of any product information as requested and promoted sales. Listened and learned their needs to create a positive experience and help retain customer. Continuous training practices. Team member for the implementation of Salesforce as a new CRM platform for the company.

### **Customer Support Representative**

Bosch Home Appliance-New Bern, NC

September 2019 to October 2020

Answer incoming calls, using strong listening skills. Used provided resources to resolve customer issues, using a one-call resolution when possible. Data entry for customer account records. Team player and worked with management when needed. Continuous training practices.

### **Customer Service Representative**

U-Haul-New Bern, NC

August 2018 to September 2019

Face to face customer support. Provided product information and promoted sales. Data entry of inbound and outbound truck and trailer rentals. Continuous training practices.

## Education

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### **Computer Science (Associate)**

Philadelphia University-Philadelphia, PA

March 1998 to February 2000

### **Academic Diploma**

Hopewell High School-Pennington, NJ

September 1978 to June 1982

## Skills

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- Order entry
- Hospitality
- Conflict management
- Restaurant experience
- Kitchen experience
- Data entry
- Data mining
- Organizational skills
- Software troubleshooting
- Management
- Relationship management
- Google Suite
- E-commerce
- Phone etiquette
- English
- Computer skills
- B2B
- Spanish
- Live chat
- Food service management
- Microsoft Excel
- Salesforce
- SaaS
- Microsoft Outlook
- Adobe Acrobat
- Google Docs
- Leadership

- Documentation review
- Food management
- Time management
- HVAC
- Filing
- Operating systems
- Bilingual
- Slack
- Analysis skills
- Solaris
- B2C
- Jira
- Microsoft Word
- Typing
- CRM Software
- NetSuite
- Microsoft Office
- Search engines
- Communication skills
- Mobile devices
- Windows
- Sales
- EMR systems
- SharePoint
- Customer service

## Certifications and Licenses

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### **ServSafe**

### **Food Handler Certification**

### **Food Safety Certification**

### **Life Insurance License**