

Resume

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Customer Support Specialist

Experienced administrative and customer support professional with over 8 years of diverse exposure in office management and customer service roles.

Consistently managed 40+ daily customer inquiries and administrative tasks, streamlining record-keeping and documentation processes.

I am skilled in CRM, troubleshooting, and using technology to enhance service delivery and ensure effective communication.

Work Experience

Dallas County Dallas, Tx

Court, Municipal, and License Clerks

Jan 2025 - May 2025

- Answered approximately 40+ daily inquiries regarding judicial procedures, court appearances, and related administrative matters, ensuring clarity and accuracy.
- Recorded case dispositions, court orders, and payment arrangements with precision, supporting effective documentation.
- Record and maintain all vital and fiscal records and accounts.
- Performed administrative tasks including answering phone calls, filing court documents, and maintaining office supplies efficiently.
- Assisted in streamlining documentation processes to support accurate record-keeping, aligning with stringent data analysis and troubleshooting demands.

Dallas College Dallas, Texas

Executive Secretaries and Executive Administrative Assistants

Oct 2022 - Jan 2025

- Executed general office duties include supply ordering, maintaining records, and basic bookkeeping tasks.
- Filed and retrieved corporate documents and records, improving retrieval efficiency by about 20%.

- Prepared responses to routine correspondence, contributing to improved communication turnaround times.
 - Open, sort, and distribute incoming correspondence, including faxes and email.
- Prepared invoices, reports, memos, and other documents using various software tools, ensuring timely and accurate completion.
- Coordinated cross-departmental communication to troubleshoot and resolve office IT issues, supporting seamless operations.

Childcare Careers Irving, Texas

Childcare Worker

Dec 2021 - Sep 2022

- Performed administrative tasks including attendance tracking, editing internal paperwork, and handling phone communications effectively.
- Maintained detailed records on children, documenting daily observations, activities, meals, and medication administration.
- Communicate with children's parents or guardians about daily activities, behaviors, and related issues.
 - Maintained a secure and safe play environment to support child well-being.
- Enhanced record management practices to facilitate prompt resolution of parental inquiries, reflecting strong documentation and customer support skills.

Novo 1 Fort Worth, Texas

Customer Service Representatives/Senior Policy Analyst

Jan 2014 - Nov 2015

- Referred unresolved customer grievances to relevant departments, ensuring timely resolution and follow-up.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.
- Documented customer interactions thoroughly, detailing inquiries, complaints, and actions taken to resolve issues.
- Engaged with customers via phone or in person to provide product information, process orders, and resolve complaints effectively.

Kroger Dallas, Texas

Cashier

Dec 2012 - Dec 2013

- Answered customer questions and provided clear information on procedures and policies, contributing to an elevated service experience.
 - Greet customers entering establishments.

Education

Dallas County Community College

Associate, Business Administration

Skills

Customer Support & Communication: Customer Support, Customer Inquiries, Business Communication, Email Management, Customer Complaint Resolution, Customer Engagement

Administrative & Technical: Records Management, Office Procedures, CRM, Data Entry, Task Management, Documentation, Data Analysis, Ticketing Systems, Computer Skills

Emerging Technologies & Healthcare: Generative AI, EMR, AI, Healthcare, Troubleshooting, Technology