

Loxie Sweet

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Professional Summary

Customer Service 10+Years, Sales 10+Years, Retail 10+Years, Factory 1 Year, Payment Specialist 2 Years, and Management 2 years.

Have lots of different experience in different kinds of jobs from working from home and, have worked different systems on the computer with different clients, and over the years learned allot about different customer service and learned about health and welfare and 401K, also worked for utility clients as well. Great with attendance, adherence, and CSAT scores. A very quick learner and can do anything I set my mind to do. My goal is to be with a full time company without contracts and move up to be a manager.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Alight Solutions-Remote

September 2023 to November 2024

1. 401k
2. Health and Welfare
3. Benefits
4. Customer Service
5. Payment Specialist
6. Work From Home
7. Data Entry

I work for different clients at a time, the clients are Synchrony, Stanford Hospital, and Catalent I've done health and welfare benefits, enrolling people's benefits, and payments with 401K I currently work for

Citigroup (Citi Bank) in the 401k and I do 401K loans, Withdrawals, RMD, Distributions, update personal information and I answer questions about there 401K I use TBA, Workday, CS Pro, and Genesys Cloud for my systems and also have tools like KC, Sharepoint, and Different guides to look up information needed

CSR - Customer Service Representative

Faneuil-Remote

April 2021 to July 2023

Work for Georgia natural gas

- Managed customer accounts
- Conducted customer service surveys
- Resolved customer issues
- Booked appointments for clients
- Created call center scripts
- Collected and documented orders
- Responded to inquiries and issues
- Work From Home

- Data Entry

Cashier/Customer Service

Speedway-Lexington-KY

July 2020 to April 2021

1. Cash Register
2. Stock
3. Truck
4. Cleaning
5. Food Prep

Sales Associate

Cricket Wireless-Latonia, KY

November 2019 to July 2020

1. Sales
2. Cash Register
3. Data Entry
4. Retail

CSR - Customer Service Representative

pet Suits-Erlanger-KY

August 2018 to May 2019

1. Data Entry
2. Pet Care
3. Retail

Telemarketer Supervisor

Custom turf care-Wilder, KY

May 2015 to August 2018

- Assistant manager
- Sales
- Telemarketing
- Data entry
- Hired
- Fired

Education

Online course in Communications

Purdue Global University - Indianapolis, IN

August 2022 to July 2023

Skills

- Microsoft Office (10+ years)
- Communication skills (10+ years)

- Construction Laborer (4 years)
- Telemarketing (10+ years)
- Leadership (10+ years)
- Pet sitting (1 year)
- Front desk (5 years)
- Administrative experience (10+ years)
- Microsoft Excel (5 years)
- Remodeling (3 years)
- Assistant manager experience (5 years)
- Customer service (10+ years)
- Microsoft Outlook (10+ years)
- Workday (1 year)
- Salesforce (10+ years)
- Management (5 years)
- Animal Care (1 year)
- Typing (7 years)
- Computer skills (10+ years)
- Data entry (4 years)
- General Labor (6 years)
- HRIS (1 year)
- Microsoft SharePoint (5 years)
- Retail sales (10+ years)
- Commercial Cleaning (5 years)
- Pet Care (1 year)
- Account Management (2 years)
- people skills (7 years)
- Cold calling (10+ years)
- Door-to-door (7 years)
- Cleaning Experience (7 years)
- Customer support (5 years)

Certifications and Licenses

Driver's License

November 2024 to June 2028