

Shambrea N Robbins

(404)838-1337

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Purpose

I would be a great employee because I exemplify a strong blend of customer-centric value, professionalism, and adaptability. I thrive on building trustworthy relationships and will offer guidance and insurance solutions tailored to each individual's needs. I have excellent communication skills and a calm demeanor and navigate complex situations with empathy and clarity, often turning moments of uncertainty into reassurance. I have a team oriented mind set, coupled with a proactive approach to learning and problem-solving, which ensures I stay ahead in a dynamic industry. Integrity and dependability aren't just qualities, they are the foundation of every interaction with me.

Experience

May 2024 - PRESENT

Complete Contract Consulting - *Customer Service Representative*

- **Description:**

Complete Contract Consulting (CCC) has earned a reputation for providing services to support businesses looking to secure government contracts. With our deferred payment option, we work on your behalf on commission to secure your win on a government contract. With a proven track record of success, leverage CCC's expertise and talented team to grow your business. CCC assists businesses in every step of the government contract cycle, from procurement and proposal writing to oral presentations and follow up meetings. Once the contract is acquired, we provide assistance with subcontractor vendor management and reporting to help businesses maintain compliance with current contracts. Our services also include a diverse and multilingual call center as well as 24/7 foreign language interpretation with over 350 languages.

- **Responsibilities:**

-Colorado Department of Human Services (Summer Electronic Benefit Transfer Program)
-Summer EBT is a new program that provides nutritious food to eligible students in the summer months when they are not in school.

-Wisconsin Department Of Children And Families Support Center (Child Care Bridge Payments)
-Child Care Bridge Payments are direct, monthly provider payments, providing the financial stability educational institution and recreational facilities need to stay open, to recruit and retain qualified staff, and to continue providing high-quality care for children.

- **Key Duties:**

-Signing into and manipulating multiple platforms (Cisco Jabbar, Teams Microsoft, VDI, Outlook, Google, Five 9, EbtEDGE, CBMS, Child Care Provider Portal)

-Performing Data Entry and Assisting with applications

-Providing accurate information, empathy when solving delicate issues, and reassuring the client that they are receiving the best service possible with our actions.

- **Awards:**

-Employee of the month (March 2025)

-Employee of the month(February 2025)

2019 - May 2024

Kabobs Inc - Lead Cook Machine Operator

- **Description:**

-Experienced Lead Operator with a strong background in overseeing production workflows, managing labor resources, and ensuring operational efficiency. Skilled in coaching team members, troubleshooting machinery, and maintaining compliance with safety and regulatory standards. Adept at coordinating cross-functional support and driving continuous improvement initiatives.

- **Core Responsibilities:**

-Supervise daily operations within the production area, ensuring alignment with the Master Schedule and company standards.

- Lead and mentor Machine Operators, providing training, technical guidance, and performance feedback.

- Monitor operator performance and maintain accurate training records in accordance with company policies.

- Serve as Subject Matter Expert (SME) for process line operations; represent production in cross-functional projects.

- Assign labor based on operator qualifications, labor standards, and machine scheduling priorities.

- Coordinate break schedules and provide machine operation support during employee breaks.

- Facilitate team meetings and contribute to associate evaluations and conflict resolution.

- Ensure compliance with safety protocols, environmental regulations, and departmental procedures.

- Collaborate with internal departments to resolve production issues and optimize workflow.

- Responsible for completing all required documentation for line start-up and shutdown procedures.

- **Key Skills:**

- Team Leadership & Coaching
- Production Scheduling & Coordination
- Machine Operation & Troubleshooting
- Regulatory Compliance & Safety Standards
- Conflict Resolution & Communication
- Process Improvement & Documentation

2015 - 2020

CMI Logistic & Transport - Lead Customer Service Representative

- **Description:**

Dynamic and customer-focused Lead CSR with five years of experience in logistics and transportation services. Proven ability to manage high-volume inbound calls, resolve escalated issues, and lead customer service teams with strategic insight and professionalism. Skilled in training, vendor coordination, and process optimization to deliver exceptional service and operational efficiency.

- **Key Responsibilities:**

- Managed daily operations in a fast-paced call center environment, ensuring customer satisfaction with a focus on delivering the “wow” experience.
- Handled all call escalations and acted as a liaison between customers and vendors to resolve issues promptly and effectively.
- Processed billing and ticketing transactions, submitted payments, and created user accounts with accuracy and attention to detail.
- Developed strategic approaches for handling inbound calls, improving response times and customer engagement.
- Conducted training sessions and professional development workshops for CSRs, ensuring alignment with new policies and best practices.
- Provided hands-on support to CSRs, assisting with problem resolution and task completion to maintain service quality.
- Communicated with coordinators and service providers to ensure timely and courteous responses to inquiries and service requests.
- Investigated customer complaints, corrected errors, and upheld company procedures to maintain trust and compliance.
- Initiated disciplinary actions when necessary, promoting accountability and team cohesion.

- **Skills and Competence:**

- Customer Experience Management
- Call Center Operations
- Team Leadership & Training
- Vendor Relations & Communication
- Billing & Account Management

- Conflict Resolution & Escalation Handling
- Strategic Planning & Service Optimization

Education

- Georgia State University, Atlanta, GA, Bachelor of Business Administration-Anticipated Graduation 2027
- Booker T. Washington High School
High school Diploma Graduated 2012