

# JUANITA BRADLEY

Lithonia, GA 30058

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+1(470) 658-6098

## Professional Summary

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I am an excellent multitasker who is committed to helping company sales and maintaining accuracy through long hours of careful work. A team player who is always ready to help customers or my coworkers. I'm well knowledge on the computer and cash registers. I love working with others and learning new skills.

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Associate**

Georgia Department of Driver Services-Conyers, GA

Present

Working in a call center

- Respond to in-person, phone, and email inquiries regarding driver's licenses, ID cards, vehicle registration, and other DDS services.
- Provide guidance on application processes, required documentation, fees, and eligibility requirements.
- Process applications for licenses, ID cards, vehicle registrations, and renewals.
- Investigate and resolve customer issues, such as errors in records, license suspensions, or delayed processing.
- Escalate complex cases to supervisors when necessary.
- Accurately input and update customer information in DDS databases.
- Ensure compliance with state regulations and confidentiality requirements.
- Explain and enforce state driving laws, regulations, and DDS policies to customers.
- Ensure all interactions and transactions follow legal and organizational guidelines.
- Schedule appointments for driving tests, hearings, or service requests.

### **Receptionist**

Westbury Nursing Home-Conyers, GA

August 2024 to Present

I only work weekend. I mainly answer the phone. Helping people with any questions or issues they have, I take payments from the residents family so that they have money to use. I also do some interaction with the residents by giving them money out of their accounts. Helping them get the nurse or cna.

### **FC Associate**

MGE9 Amazon-Union City, GA

I scan, sort and stack packages on a pallets or cart .

I make sure their packages are well taken care of. making sure that customer will receive their packages on time

### **Cashier**

Family Dollar-Stone Mountain, GA

November 2023 to May 2024

Working at family dollar i was greeting customers making sure they was able to find everything they needed. I was ringing up customers. I know how to work a register. I know how to close out a register or transaction. I know how to stock, move items around in the store and made sure the store was clean and organized.

### **Cashier**

Urban Wings-Atlanta, GA

May 2022 to November 2022

I am in charge of taking orders from customers.

I make sure that everyone walks out with a smile and that their order is correct. listen and solve customer queries

Processed new orders quickly and accurately, completing 100+ daily transactions.

### **Warehouse Associate**

## Education

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### **Graduated**

Martin Luther King High School-Lithonia, GA

August 2019 to July 2023

### **Some high school**

### **High school diploma**

## Skills

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- Leadership
- Front Desk
- Receptionist
- Warehouse experience (1 year)
- Microsoft Excel
- Hospitality
- Microsoft Office
- Animal Care
- Stocking
- iOS
- Heavy lifting
- Call center
- Load & unload
- Data entry
- Health care
- Phone call management
- Call center agent experience

- Computer Skills
- Sales (2 years)
- Cashier (3 years)
- Cashiers (4 years)
- Client services
- Time management (2 years)
- Grammar Experience
- Live chat
- Microsoft Outlook
- Cash handling (3 years)
- Food Preparation
- Mac OS
- Appointment scheduling
- Communication skills (3 years)
- Merchandising
- Phone customer support
- English (10+ years)

## Languages

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- English

## Certifications and Licenses

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### **Driver's License**

July 2024 to April 2032

### **Driver's License**

April 2030