

# Taniya Hall

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(252) 376-2826

## Professional Summary

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Customer service professional with 5 years of experience seeking a role in Customer service. Proven track record in customer satisfaction and retention, with strong communication and data analysis skills. Experienced in sales and customer interactions, adept at using technical support and cash handling to enhance customer experience.

Authorized to work in the US for any employer

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## Work Experience

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### Roadside Assistant Agent

Camping World-Greenville, NC  
January 2025 to August 2025

### Retention Specialist

Focus Services-Greenville, NC  
March 2023 to January 2025

- Enhance customer satisfaction and loyalty by implementing retention strategies that prevent clients from switching to competitors.
- Utilize strong communication skills to effectively address customer concerns and inquiries, contributing to improved service quality.
- Analyze customer data to identify trends and areas for improvement, supporting informed decision-making and strategic planning.

### Canvasser

civic3-Greenville-NC  
August 2024 to November 2024

- Engaged with community members through door-to-door canvassing to promote voter participation and awareness.
- Facilitated meaningful conversations to encourage civic engagement and increase voter turnout.
- seasonal

Sanderson Farms Wayne-Sanderson Farms-Kinston, NC  
April 2022 to April 2023

- Managed daily operations and ensured compliance with industry standards in poultry production, contributing to improved efficiency and product quality.

### Personal Care Assistant

It's a Family Affair-Ayden, NC  
May 2021 to March 2023

- Provided compassionate and personalized care to clients, assisting with daily living activities such as bathing, dressing, and meal preparation, ensuring their comfort and well-being.
- Monitored and documented clients' health conditions and progress, facilitating effective communication between clients, families, and healthcare providers.

### **Speedway Cashier**

Ayden, NC

May 2021 to January 2023

- Provided exceptional customer service by efficiently handling transactions, maintaining a clean and organized checkout area, and assisting customers with inquiries and product selections.

### **Bojangles Crew**

Tands, Inc./Bojangles-Greenville, NC

June 2021 to February 2022

- Managed customer transactions efficiently and provided excellent service to enhance customer satisfaction.
- Collaborated with team members to maintain a clean and organized work environment, ensuring smooth operations and compliance with company standards.

## Education

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### **High school diploma or GED**

Pitt Community College

## Skills

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- Technical Support
- Dispatching (1 year)
- English
- Manufacturing
- Typing
- Caregiving
- Software Troubleshooting
- Restaurant Experience
- Nursing
- Home Health
- Sales
- Customer Service
- Cash Handling
- Communication Skills
- Microsoft Windows
- Operating Systems

## Certifications and Licenses

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### **Certified Home Health Aide**