

# CHARMONTEKA WILLIAMS

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## Professional Summary

Reliable, passionate and resourceful customer service representative with the will to expand. Skilled customer service professional with over 7+ years of experience initiating sales, handling customer complaints, and face-to-face customer care. Proven results helping businesses grow and expand while also providing leadership within. Possess great communication and time management skills. Has the ability to meet deadlines to complete target goals. Detail and goal oriented.

## Skills

- Self-motivated
- Team Leadership
- Food preparation
- Materials preparation
- Conflict resolution
- Bookkeeping
- Office Management

## Education

**High School** - 2009

*Paul W. Bryant High School - Cottondale, AL*

- Received Diploma.

**Some college (No degree)**

*Faulkner University - Montgomery, AL*

## Work History

**Customer Service Representative Cashier** - May, 2022 to Present

*The Home Depot - Houston, Tx*

- Handling over the phone and Face to Face sales.
- Handling customers complaints.
- Initiating sales while using the POS system.
- Completing online ordering.

**Office Manager** - September, 2019 to Present

*B.C Williams & Associates LLC - Houston, Tx*

- Monitored inventory of office supplies and forms.
- Ensured availability of adequate materials to conduct department work activities.
- Initiated orders for new/replacement supply items needed while also preparing and approving purchases.
- Streamlined communication and flow of information while serving as point of contact to 10+ employees.
- Maintained personnel forms, files, policies, and procedures.
- Processed address change for employees, leave of absences and banking changes.
- Processed incoming payments and prepared vendor invoices.

**Assistant Manager** - June, 2016 to August, 2018

*Hooligans - Tuscaloosa, AL*

- Provided weekly work schedules to employees to accommodate business demands and vacation requests.
- In charge of onboarding new employees, which included training, mentoring, and new hire paperwork.
- Making sales using the POS system.
- Handling bank runs and completing safe logs.
- Monitored the supplies needed for day to day operations.
- Exceeded sales targets and met business objectives by motivating employees and promoting targeted products.