Daryl Pride

## 2205 Colston St PETERSBURG, VA 23803

Phone: 804-295-1170

dpride1983@gmail.com

Objective

• To obtain full-time employment as a Call Center Supervisor.

**EXPERIENCE**

07/2019- current

Customer Service Specialist, Maximus

-Provide knowledgeable responses to telephone inquiries in a courteous and professional manner using scripted responses.

-Follow established policies and standard operating procedures. Maintain up to date knowledge of client regulations and

policies.

-Assist callers with filling out online application and submitting it electronically to plan provider for processing.

-Regular and predictable attendance required.

05/2014 – 07/2018

Customer Service Specialist, GDIT

-Provide knowledgeable responses to telephone inquiries in a courteous and professional manner using scripted responses.

-Follow established policies and standard operating procedures.

-Maintain up to date knowledge of client regulations and policies.

-Report problems that occur via the online system so they can be addressed by the appropriate parties.

1/2010- 06/2013

Customer Service Specialist, Startek

-Manage large amounts of incoming phone calls

-Identify and assess customers needs to achieve satisfaction

-Build sustainable relationships and trust with customer accounts through open and interactive communication.

# **EDUCATION**

05/2022

Bachelors Criminal Justice Administration, University of Phoenix

Bachelor’s Degree with honors (Magna Cum Laude), member of The National Society of Leadership and Success, and Help Increase the Peace Certification.

**Skills**

* Over 10 years’ experience in customer service
* Great time management skills.
* Excellent written and verbal skills.
* Great computer skills with programs such as MS Office, Spreadsheets, and PowerPoint.
* Awesome navigating Healthcare.gov, NGD, CCO, and WFO.

**Activities**

Community services such as Stop the Violence events which I manage and develop personnel for over 4 years. Completion of CPR program and Help Increase the Peace program.

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# Occupational Licenses & Certificates

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| Certification Title | Issuing Organization | Completion Date |
| Cardiopulmonary Resuscitation  Auto Repair Technician | Petersburg Urban Ministries  Penn Foster | 02/2003  10/2019 |

# Honors & Activities

Community services such as Stop the Violence events which I manage and develop personnel for over 4 years

Additional Information

# Detailed References

Donald Pride, Supervisor

Mcdonalds

Cotton Wood Dr

Petersburg Va, VA 23803

804-926-7082

Personal reference known for 28 year(s).

Jazzell Blanding, production

SoberVA

804-895\*4835

Personal reference known for 22 year(s).

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