Latavia Williams

**Career Objective:**

A customer service representative position utilizing excellent customer service skills, supportive services, strong communication, problem solving and organizational skills to further the company’s efficiency.

**Education:**

* Graduated with honors and an Advanced Studies Diploma from George Washington High School in Danville, Va August 2012-May 2016
* Human Services degree/ minor in Sociology at Old Dominion University in Norfolk, Va

August 2016-Present

**Related Experience:**

**Customer Service Representative** May 2017- Present

Food Lion in Danville, Va

* Welcoming customers into the grocery store while managing customer concerns or complaints
* Calculating total payments received all through a time period and reconciling this with sum of sales
* Received outstanding evaluations with strong communication skills and supportive services
* In depth knowledge of various payment modes and customer identification procedures

**Customer Service Representative**

University Village Bookstore, Norfolk, VA August 2018-Present

* Exceeded company standards by advocating for community engagement and learning by promoting special store events
* Issuing classroom and campus essentials
* Welcoming customers entering the store and informing them of sales that are taking place
* Grow relationships and reputations with community involvement and engagement.

**Honors and Affiliations:**

* Volunteer, The Center for Child and Family Services : 2018-Present
* Committee Chair, National Organization of Negro Women: 2017-Present
* Partnering with Samaritan House and taking a stand against domestic violence: 2018-Present
* Dean’s List Academic Award: 2016-Present

**References:**

Mrs. Stacey Saunders

Loan Officer- Valley Star Credit Union

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434-728-0483

Mrs. Threllis Hall

Snap Coordinator- Danville Social Services

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