

DEVON M. CALLIS

SKILLS

A friendly and enthusiastic individual ready to learn new tasks. Capable of catching on quickly and proficient in growing key customer relationships. Represents establishment with friendly, professional, demeanor at all times. Amazing active listening and persuasion techniques to attract adverse customers.

EXPERIENCE

Capital One, 1680 Capital One Drive – *Customer Service Representative*

October 2021 – PRESENT

- Assist customers by providing information and resolving their complaints
- Handling and servicing money.
- Help customers navigate through a variety of our tools

Hibbett Sports, 4501 S Laburnum Ave Suite 205– *Assistant Manager*

January 2021 – October 2021

- Assist customers by providing information and resolving their complaints
- Mentoring sales staff to maintain company standards in providing excellent guest services.
- Maintaining cash register by performing accurate calculations.

Amazon Sortation Center, 11600 N Lakeridge Pkwy– *Warehouse Sorter*

January 2021 – March 2021

- Label and stockpile merchandise according to size, shape, and type.
- Enter data in inventory and logistics software programs

ODU Housing & Residence Life, 1016 W. 45th Street Norfolk, VA 23508– *Desk Receptionist*

January 2020 – November 2020

- Maintain the reception area, keeping it clean and free of clutter
- Accept deliveries and mail while also answering multiple phone lines

Marshall's, 7230 Bell Creek Rd, Mechanicsville, VA 23111 – *Customer Service Sales Associate*

November 2017 – July 2020

- Assist customers by providing information and resolving their complaints
- Issue receipts, refunds, credits, or change due to customers

Chick Fil A, 11800 W Broad St #1008, Henrico, VA 23233– Cashier

January 2020 – November 2020

- Stock cabinets or serving areas with condiments and refill condiment containers
- Maintain clean areas and complete other general cleaning duties, such as mopping floors and emptying trash cans

EDUCATION

**Old Dominion University, 5115 Hampton Blvd Norfolk, VA 23529 –
Bachelors Degree**

August 2019 – May 2023

A human service major with a minor in psychology with the intention of becoming a children's counselor. This bachelor's degree will be used to communicate with children who experienced traumatic events and or had been discriminated against for their sexuality.

AWARDS

Scholar Roll

Diploma

Most Persistent Office Aide

Scholarships