

Elizabeth Howard

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CAREER SUMMARY

- A graduate of BS in Management program with a focus on Operations Management. Maintains quality control and performance metrics to ensure efficient customer engagement and communication, can deliver to the employer an excellent work ethic.
- Possesses deep understanding of customer driven strategy and customer relationship management by listening, focusing on customer needs, and creating solutions based on customer feedback. Experienced in long-term planning to create initiatives that further an organizations strategic plan; demonstrated ability to analyze a company's organizational process and find ways to enhance customer satisfaction and retention.
- Excellent at collaborating with a team, operating as a leader by encouraging, giving guidance, and building relationships. Best known for kindness, compassion, empathy, and a profound desire to help people. Establishes goals for team members and monitors their progress. Skilled in educating and guiding others into learning.

AREAS OF EXPERTISE

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| • MS Office Suite, Windows 10 | • Interpersonal skills | • Strong Attention to Detail |
| • Expertise using Power Point and various presentation software | • Adaptability | • Excellent oral and written communication skills |
| • Exceptional Customer- Service | • Organizational skills | • Effective problem solving and change management |

EDUCATION

University of Phoenix

Master of Health Administration March 2020

Bachelor of Science in Management with an Operations Management Certificate October 2017

Allied American University

Associate of Science in Business Administration October 2014

PROFESSIONAL EXPERIENCE

Amazon.com, Inc., Chesapeake, VA April 2017- 2015Present

Delivery Partner

- Delivered orders to customers on assigned routes by maintaining ongoing communication with route dispatcher while unloading goods as per client specifications and reviewing deliveries with customers to ensure products meet their needs
- Conducted inspections of vehicle before departing to deliver goods resulting in efficient, on time deliveries
- Obtained delivery confirmations from each customer through customer response software therefore establishing rapport and improving customer retention.

Blackboard Student Services, Killeen, TX June 2012- September 2012

Student Support Specialist

- Collaborated with a team of 7-10 customer-focused professionals to achieve quality assurance goals by building strong customer relationships and delivering exceptional customer service
- Contributed to the company's credibility and client base by employing efficient customer engagement strategies and solving customer inquiries effectively
- Improved speed of service by memorizing policies and procedures of Federal Student Aid, and customer service scripts

Bell County Clerk of Court, Belton, TX August 2009- August 2010

Deputy Clerk

- Managed office interactions with outside visitors. This includes greeting and directing guests, answering phone inquiries, and handling requests or complaints in a professional manner.
- Coordinated communication between various departments, schedule meetings, distribute reports and keep all parties informed of general business operations.
- Earned a promotion (increased responsibility from front desk to appeals) in less than one year for commitment to customer service and exemplary work ethic.