

# Cornelia Wheat

## **Customer Service Representative/Data Entry/Auction coordinator**

Texarkana, TX

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8703301392

Self- motivated, highly energetic individual with a versatile skillset. Possesses several years of experience in Data Entry, Customer Service, Clerk, and Coordinator. Seeking to to utilize and further develop skillset and demonstrate potential to make a positive impact in a successful company and increase productivity and growth.

#readytowork

Authorized to work in the US for any employer

## Work Experience

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### **Data Entry Clerk/ Customer Service Representative**

Southern Refrigerated Transport - Texarkana, AR

November 2016 to May 2020

- Works with several screens and different programs
- Builds customer profiles and inputs tenders for customers
- Maintains tracking information for loading and contacting customers and drivers
- Manages appointments for shippers and consignees
- Maintains and updates spreadsheets using MS Excel
- Inputs a large volume of data into company database, utilizing MS Excel.
- Carefully reviews all work performed to ensure accuracy and timely transmission in a fast paced environment
- Prepares reports for incoming and outgoing shipments for warehouse workers to pull or pack.

### **Customer Service Representative**

Fed Ex Express and Freight - Texarkana, TX

August 2013 to November 2016

- Provided oversight of daily operations, including client/guest interactions, scheduling and event supervision.
- Ensured excellent quality assurance scores are obtained through customer calls.
- Communicated with customers and employees to ensure seamless execution of all activities.
- Addressed questions and concerns effectively and efficiently to maintain high level of satisfaction.
- Monitored and managed customer's satisfaction on products.
- Provided supervision, support and guidance to fellow customers, ensuring compliance with standards of service

### **Auction Lane Coordinator**

Manheim Dallas Fort Worth - Euless, TX

June 2005 to October 2007

Clerk that checked in vehicles coming into the auction for sale day.

Inventory specialist of cars on the lot.  
Lane coordinator responsible for managing certain lanes for sale day.

## Education

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### **Associate of Arts in Business**

University of Arkansas Community College-Hope - Texarkana, AR  
2017

### **High school diploma**

Arkansas High School Texarkana - Texarkana, AR  
May 2004

## Skills

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- CUSTOMER SERVICE (8 years)
- RECEPTIONIST (8 years)
- RETAIL SALES (8 years)
- EXCEL (4 years)
- ACCESS (Less than 1 year)
- ADMINISTRATIVE SUPPORT (Less than 1 year)
- EXCELLENT WRITTEN AND VERBAL COMMUNICATION SKILLS (10+ years)
- KEYBOARDING (10+ years)
- LEADERSHIP SKILLS (2 years)
- ORGANIZATIONAL SKILLS (Less than 1 year)
- PERSONNEL RECORDS (10+ years)
- POWERPOINT (Less than 1 year)
- WORD (10+ years)
- WRITTEN AND VERBAL (10+ years)
- CSR (4 years)
- Call Center (2 years)
- Customer Support (10+ years)
- Data Entry (5 years)
- Food Service
- 10 Key Data Entry (10+ years)
- Typing (10+ years)
- Order Entry (10+ years)
- Microsoft Outlook
- Microsoft Excel (4 years)
- Management Experience (1 year)
- Microsoft Office (10+ years)
- Clerical Experience (10+ years)

- Freight Experience (4 years)
- English
- Quality Assurance
- Research
- Multi-line Phone Systems

## Additional Information

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### CORE COMPETENCIES

- Strong knowledge of basic Software (Word, Excel, Access, PowerPoint)
- Strong written and verbal communication skills
- Exceptional keyboarding capabilities
- Keen attention to detail
- Strong organizational skills
- Outstanding proficiency with using personal computers and 10-key adding machines
- Ability to arrange and implement programs and see them through to completion
- Experienced in maintaining records
- Ability to work in a fast-paced setting while maintaining customer service
- Administrative Support
- Uses discretion when dealing with confidential information
- Personnel Records Maintenance
- Strong Leadership Skills