

Keontae Hardy

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To obtain a position in a supportive environment where I can help the organization grow in value utilizing my experience, capabilities and abilities.

SUMMARY OF EXPERIENCE

- Management skills in Retail Sales and Customer Relations
- Self-Starter with exceptional skills in Cash-Handling Accuracy, Cashier, Collection
- Warehouse worker with skills in Forklift driving and Stocking/Receiving
- Customer Service professional With more than 5 years' Experience
- Extremely productive in a high volume, high stress, Call Center Environment

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Premier tech support

Asurion - Orlando, FL
November 2019 to September 2020

Strive to deliver exceptional technical service and solutions to customer inquiries. We offer troubleshooting solutions related to hardware, software operating systems (OS), applications and compatibility, as well as remotely support multiple technology devices across Windows, Android, Blackberry OS, and Apple iOS

Dealer Service

Manheim AA - Orlando, FL
October 2016 to July 2019

Monitors vehicle preparation and sale process and communicates with lane, department managers, market sales team, and other coordinators to ensure each vehicle crosses the auction block on sale day and ensures vehicles are re-run if necessary

Vehicle Inspector Level 3

Manheim AA
January 2015 to October 2016

Conduct assessment of vehicle condition upon receipt noting any damage or repair required for frame, paint, engine, AC/heater operation, radio, navigation system, tires, etc Maintain current knowledge of applicable labor rates, parts charges and manufacturer's updates; adhere to work instructions/procedures regarding inspections/documentation

Assistant Manager

Goodwill

February 2013 to December 2014

Plan, organize, and oversee all operations of assigned retail store; promote the Sales of Clothing items, wares, furniture, jewelry items to attain both short and Long-term goals for Hang count and sales within budgetary Limits and contribute to the mission of Goodwill

Appointment Setter

Insight Financial

October 2012 to April 2013

Assignments: provide expert tax lien negotiations while providing a complete range of Accounting and bookkeeping services to ensuring the highest level of Integrity and confidentiality educating customers on the most effective

Customer service

Title Bucks

June 2011 to March 2012

Accomplishments: Made collection calls for past due and current customers, assisted with new Loans I set up the daily goal sheet, and was in charge of marketing and Going on frequent field chases for past due customers to ensure a visit to

Assistant manager

DIRECTV

July 2009 to March 2011

Accomplishments: Demonstrated proficiencies in telephone and front-desk reception with a Team-player attitude consistently praised by management for the quality And timeliness of report Services of existing accounts, obtaining orders, and Establishing new accounts.

Education

High School Diploma

ST James Academy - Fort Pierce, FL

2006

None in Electrical Tech

Drake State College - Huntsville, AL

Skills

- Cashier
- Sales
- Inventory
- Communications
- Time Management
- Word
- Marketing
- Microsoft Excel

- iOS
- Android
- Operating Systems
- Network Support
- LAN
- Technical Support
- Software Troubleshooting
- Microsoft Windows
- Linux
- Leadership
- Supervising experience
- English
- Customer service

Assessments

Forklift Safety — Proficient

November 2020

Best practices and safety hazards in forklift operation

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.