

Alexia Bullock

Williamsburg, VA 23185
mzalexiabullock@gmail.com
+1 857 236 0866

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

Work Experience

Assistant Manager

Rent-A-Center - Williamsburg, VA
September 2023 to Present

Onboarding processor, Scheduling, Payroll Processing, ADP, Salesforce, Collections Management.

Manager/Team Leader

Alorica - Newport News, VA
March 2022 to Present

- Processed credit card transactions for Barclays members (Purchases, Payments, New card activation)
- Provided Managerial skills for team of 20
- Approved Overrides, schedule changes, PTO,
- Submitted necessary cases (Fraud, Lost or Stolen Card, Disputes, Credit Adjustment)

Manager

Auntie Anne's and Rita's - Yorktown, VA
November 2022 to August 2023

Customer Service Advocate

UPS - Newport News, VA
November 2020 to March 2022

- Served as a liaison for TUPSS and our International Clients between Customs and Brokerage department
- Submitted cases to countries so assist with the clearance of documents to process deliveries internationally

Direct Care Specialist

Pine Street Inn - Boston, MA
September 2019 to February 2020

- Assist 120+ homeless women with ADL in a residential shelter setting.
- Informed residents with program information in person
- Engage residents promptly with the goal of opening the conversation and ensuring they feel safe and welcome
- Assist with First responders in emergency situations

Customer Care Specialist

Comcast - Malden, MA

April 2017 to February 2019

- Provided excellent customer service while addressing customer needs or promptly directing them to the proper department
- Handle incoming calls from customers to retain business and gain sales
- Billing resolution Responsive to all client inquiries on membership related issues in timely and accurate manner

Customer Service Rep

Veterans THE RIDE Waltham - MA

November 2016 to April 2017

- Dispatched and booked reservations for disabled customers via phone or online guest while
- Provided excellent customer service to customers with mental, physical, and emotional disabilities.
- Answered incoming phone calls from customers in a high volume call center environment, providing information and resolution
- Balanced ledger

Personal Care Attendant

(PCA) Cerebral Palsy - Taunton, MA

May 2014 to January 2016

- Exceptional care of disabled and elderly consumers 7 days a week. Disabilities including a stroke survivor with a brain injury, Cerebral Palsy with a spinal cord injury, MS, Fibromyalgia, and Depression.
- Duties include but are not limited to meal prep, bathing, dressing, cooking, house cleaning, shopping, errands, doctor appointments, housing assistance, travel companion, and over all case management of the ADL's while providing top quality companionship

Office Manager

NAACP of Boston - Boston, MA

March 2013 to April 2014

- Data entry and updating memberships, records, and filing.
- Attention to detail
- Organize meetings and events, and answer telephone calls and dispatch them to appropriate personnel.
- Microsoft Office Suite, experienced in diverse work environments, excellent customer service and telephone etiquette, type 40 wpm

Carpenter Apprentice MCR

OSHA - Somerville, MA

May 2010 to February 2012

- Ordered and picked up supplies, Provided inventory control, Set up OSHA safe work spaces, Framed rooms according to CAD blueprints
- Completed interior and exterior insulation, siding, and finishing trim

Receptionist

Appt. Setter BLSC - Boston, MA

November 2005 to July 2007

- Marketed and booked reservations via telephone or online, Data Entry of payroll and scheduling information for employees
- Networked with companies to market our services and promotions
- Dispatched drivers to clients, while enforcing scheduled shuttle routes between airports, hotels, and convention halls
- Mediated conflicts that arose between customers and employees

Education

Associate's degree in Business Management

Bunker Hill Community College - Charlestown, MA

September 2013 to May 2015

High school diploma or GED

Skills

- Phone Etiquette
- AutoCAD
- CAD
- Construction
- Senior Care
- Carpentry
- Caregiving
- Management (6 years)
- Customer support
- Analysis skills
- Fraud
- Microsoft Office
- Customer service
- Guest services
- Leadership
- Dispatching
- Hospitality
- ADP
- Human resources
- Salesforce
- Continuous improvement
- Section 8
- Case management
- Writing skills
- Construction

- Organizational skills
- Typing
- Quality control
- Upselling
- Banking
- Fair Housing regulations
- Sales
- Payroll
- Live chat
- Windows
- Operating systems
- Customer relationship management
- Direct sales
- Google Docs
- Account management
- Zendesk
- Retail sales
- Research
- Telecommunication
- Negotiation
- Property management
- Relationship management
- General ledger accounting
- Data collection
- CAD
- Carpentry
- Project management
- AutoCAD
- Inside sales
- Hotel experience
- Serving

Certifications and Licenses

Driver's License

OSHA 10

January 2012 to Present

Assessments

Work motivation — Proficient

November 2022

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Data entry: Attention to detail — Proficient

November 2022

Maintaining data integrity by detecting errors

Full results: [Proficient](#)

Customer focus & orientation — Proficient

December 2021

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Scheduling — Proficient

November 2022

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

HR: Compensation & benefits — Proficient

July 2020

Knowledge of compensation and benefits programs

Full results: [Proficient](#)

Home health aide skills — Proficient

September 2020

Providing care to patients in a home setting

Full results: [Proficient](#)

Attention to detail — Proficient

September 2022

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Proficient](#)

Customer service — Proficient

September 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Medical receptionist skills — Proficient

September 2022

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

General manager (hospitality) — Proficient

November 2022

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Proficient](#)

Work style: Reliability — Proficient

September 2022

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

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