LaRay Hay

310 Littleton Avenue Newark, New Jersey 07103 (973) 622-3766

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Dedicated Customer Service professional with knowledge of service delivery and proven multitasking abilities. Committed to maintaining professional relationships to increase profitability and drive business results. Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options.

EMPLOYMENT HISTORY

## **CUSTOMER SERVICE REPRESENTATIVE** August 2017 to Present

## INSPIRITEC, INC — Newark, NJ

Responded to customer inquiries and requests.

Identified customer needs and interpret DCA regulations, policies, and procedures to the customer’s level of comprehension.

* Learned and used the DCA website and the Licensing system (MYLO) to respond to customer questions; learned and used the Online Portal to assist customers; learned and used Call Tracker to record customer inquiries and CSR responses in the system.
* Determined when the needs of the customer are not being recognized and take independent action to resolve potential conflict situations.
* Showed empathy for customers’ problems and resolve issues by taking appropriate action; researched and resolved customer disputes and inquires.
* Provided immediate support to other positions/operations in cases of heavy workloads or absences.

Answered and responded between 80 to 85 calls a day; 425 calls a week; 1,700 calls a month.

**OFFICE ASSISTANT(VOLUNTEER)**

**NEW JERSEY PERFORMING ARTS CENTER – Newark, NJ** March 2017 to August 2017

* Responded to customer inquiries and requests
* Maintained office equipment, including computers, copiers, and printers, ensuring reliable function 89% of the time Implemented electronic filing systems, reducing human error and lost leads by 37%
* Developed monthly newsletter using Microsoft Publisher
* Updated yearly membership reports using Microsoft Excel
* Assisted volunteer coordinator with volunteer scheduling of events

## **MAILROOM CLERK/Receptionist (Contract)** Oct 2011 to June 2016

## NOBIS WORKS — Marietta, GA

* Processed & delivered mail daily incoming & outgoing mail. Processed daily FedEx & UPS packages.
* Back up receptionist on the phone.

Maintained mail register for incoming and outgoing mail.

Recorded detailed information on automated register.

Ensured delivery of dispatched mail on time.

Processed outgoing mail.

Ensured that envelopes were sealed and postage was affixed before dispatching them to the concerned people.

Managed the service calls regarding Office equipment.

Handled various general clerical duties *(i.e. faxing, filing, ordering office supplies, etc* )

Designed and created PowerPoint presentations for Board of Directors’ meetings.

## **MAILROOM CLERK (Contract)** July 2007 to Oct 2011

## CONCORD PROFESSIONAL SERVICES — Knoxville, TN

* Processed & delivered mail daily incoming & outgoing mail. Processed daily FedEx & UPS packages.

Maintained mail register for incoming and outgoing mail.

Recorded detailed information on automated register.

Ensured delivery of dispatched mail on time.

Processed outgoing mail.

Ensured that envelopes were sealed and postage was affixed before dispatching them to the concerned people.

OFFICE MANAGER/Bookkeeper **(Part-Time)** Sept 2001 – June 2014

## QUEEN OF ANGELS SCHOOL — Newark, NJ

Managed invoices, tuition, monthly reports and cash deposits of up to $100,000.

Ordered office and school supplies and managed all office machines and computers

Calculated and processed payroll, journal entries, online transfers and payments.

Cooperated with accountants and auditors on audits, tax information and discrepancy resolution.

* Reduced paperwork by implementing QuickBooks for payroll, accounts payable/receivable.

**EDUCATION**

**Master of Business Administration in Management Accounting**  *May 2017*

Trident University International, Cypress, CA,

**Bachelor of Arts in Finance** *May 2009*

New Jersey City University, Jersey City, NJ

**Associates Degree in Accounting** *June 1995*

Essex County Community College, Newark, NJ,

**PROFESSIONAL SKILLS**

* Good interpersonal skills, telephone presence and data entry skills
* Good communication, customer service skills, organizational and follow-up skills
* Strong attention to detail, organizational skills and prioritization
* Time management, multi-task, organization, and prioritization skills,
* Has good computer skills along with 10 Key Data Entry Experience
* Expert in electronic and computerized bookkeeping using MS Excel Spreadsheets
* Expert in MS Office (Word, Excel, PowerPoint, Access, Publisher and Outlook)
* Expert is using following software:( QuickBooks, TurboTax, Google Classrooms, Zoom)