

Samantha L. Miles

City: Defuniak Springs, FL (Homebound – Remote work only)

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reverendsamanthamiles@gmail.com

Headshot Placeholder – Top Right

Professional Summary

Compassionate and dedicated remote professional with experience in customer service, virtual support, and volunteer coordination. Skilled in managing client interactions, resolving issues efficiently, and providing empathetic support. Strong commitment to reliability, faith-driven service, and remote work excellence.

Remote & Customer Service Experience

Customer Service Representative –

Gannett Media

Sept 2019 – Mar 2021

- Managed inbound customer inquiries

via phone and email, providing timely resolutions.

- Assisted customers with subscriptions, account updates, and service issues.
- Documented customer interactions and maintained accurate records.
- Achieved high customer satisfaction ratings by delivering professional, compassionate support.

Remote Volunteer – American Red Cross

May 2025 – Present

- Coordinated virtual support initiatives and assisted with remote outreach programs.
- Communicated effectively with team members and community members via digital platforms.
- Provided compassionate support aligned with the Red Cross mission.

Education

Applied Science (Current Student) –

Maestro.org

Skills

- Remote communication & collaboration
- Customer support & problem resolution
- Email and chat support
- Data entry & record management
- Compassionate, patient, and professional demeanor
- Adaptability in remote environments

Additional Information

- Strong faith and commitment to compassionate service
- Homebound, fully equipped for remote work