

Latoya Smith

Country Club Hills, IL 60478

latoya998@gmail.com

+1 773 787 7576

Self-motivated and determined individual with 10+ years in various industries such as Customer Service and Caregiving. Exceptional work ethic and committed to ensure excellent customer service and care. Excellent verbal and interpersonal skills that will ensure customer retention.

Authorized to work in the US for any employer

Authorized to work in the US for any employer

Work Experience

Processor Payment 1

Astound Broadband Powered by RCN-Chicago, IL

August 2021 to Present

Opening and closing Cable accounts, accepting payments on all open accounts, major credit cards, debit cards and personal checks, operating the front end, counting down, draws at the end of the day making all direct deposits, and put in all payments for people gas ComEd crown point and Naperville also scan equipment and answering all equipment numbers into the system.

Troubleshooting all work orders and confirming that work orders have been completed as well

Transportation Specialist

Sertoma Centre Inc-Chicago, IL

May 2015 to August 2018

Maintained a sequential listing of assigned route which includes names, addresses, phone numbers, and emergency phone numbers of individuals

- Assisted clients being transported to ensure their safety entering/exiting vehicles and during transport
- Conducted daily inspection of vehicles
- Assured that vehicle had enough gas before going to assigned routes
- Provided supervision of clients while in transit including ensuring their safety
- Ensured license and registration were always on hand
- Abided by safety rules and regulations while driving
- Maintained daily attendance sheets
- Checked at end of route to make sure all clients are off the van

Personal Assistant

Illinois Department of Human Services-Chicago, IL

April 2004 to August 2015

- Provided assistance with household tasks
- Assisted clients with disabilities with personal care
- Assisted with answering phones
- Provided time sheets weekly
- Filed paperwork

Cashier/Costumer Service

Home Depot-Chicago, IL
October 2012 to July 2015

Pleasantly greeted customers and took down orders

- Provided excellent customer service
- Took payments of all types cash, credit, or debit
- Issued correct amount of change
- Processed returns and refunds
- Opened store credit cards for customers
- Filled store inventory

Cashier/Customer Service

Target Corporation-Chicago, IL
December 2013 to November 2014

- Pleasantly greeted customers and took down orders
- Provided excellent customer service
- Took payments of all types cash, credit, or debit
- Issued correct amount of change
- Answered phones and assisted customers' needs

Education

Diploma

Englewood Academy High School - Chicago, IL
1993

Skills

- Telecommunication
- Cashiering
- Punctuality
- Van driver
- Computer literacy
- Data entry
- Driving
- Communication skills
- Operating Systems
- Customer service
- Network Support
- Money Management
- Problem Solving
- Telecommunication Skills
- Cash handling

- Time Management
- Computer Networking
- Help Desk
- Developmental Disabilities Experience
- Microsoft Windows Server
- Personal Assistant Experience
- Money Management
- Dependability
- Microsoft Windows
- Customer Service
- English
- Microsoft Office
- Computer skills
- Debits & credits
- Purchasing
- Pricing
- Cash handling
- Banking
- Customer service
- Cash register
- Typing
- Financial services
- Accounting
- Google Docs
- Leadership
- Accounts payable
- Front desk
- Operating systems
- Driving
- Paratransit
- Windows
- Telecommunication
- Data collection
- Order entry
- Help desk

Certifications and Licenses

Driver's License

CDL C

Certified Property Manager

Certified Apartment Manager

Real Estate License

Assessments

Customer service fit — Proficient

October 2023

Measures the traits that are important for success for customer service roles

Full results: [Proficient](#)

Customer service — Proficient

December 2021

Identifying and resolving common customer issues

Full results: [Proficient](#)

Work style: Reliability — Proficient

September 2021

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.