

Taylor Moore

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EXPERIENCE

Anthology, Remote — Customer Support Specialist

June 2022 - Current

I am currently employed at this company, as I search for a new position. I am responsible for handling customer inquiries via phone and chat for school related subjects; such as book codes, course access and recording their information for customer contact purposes.

Accenture, Remote — Unemployment/Fraud Claims Specialist

October 2021 - March 2022

This was a position I worked as a contractor for a state project, until they no longer needed agents to assist them with it. During my time here, I learned how to access claims containing sensitive information, provide court waivers for claimants, deliver monetary determination letters, as well as file weekly certifications. I later went on to work in the fraud unit, where I inspected claimant's identity documents and personal information in order to ensure that their accounts were legitimate.

AAFES, Fort Meade, MD — Electronic Sales Specialist

April 2020 - March 2021

I previously worked at this location years ago, so I returned to work there once more after I returned to Maryland. During my time here, I gained the ability to identify different kinds of computer specs, the policies regarding Apple products and what their functions were and kept a detailed record of all of the electronics within the department via daily logging. I was also tasked in doing telephone work, where I would fill orders for customers and check our stock per their inquiries over the phone.

Kirklands, Mobile, AL — Stocker/Sales Associate

September 2018 - November 2019

During my time serving this company, I gained the ability to assist in documenting inventory, filling online orders and helping unload the delivery trucks. I was also able to learn how to set up standees and numerous company layout designed tables. Working at this location also taught me how to properly build furniture and use small hand tools.

SKILLS

Computer proficiency
Teamwork and collaboration
Customer service
Organizational

AWARDS

President's List 2020 for
SNHU.

LANGUAGES

English

EDUCATION

Southern New Hampshire University, New Hampshire — *Associate's degree; ongoing*

December 2019 - Present

I am attending school online for a degree in Criminal Justice, as I have been maintaining a 3.7 GPA during my time studying there.