

Tracy Bussey

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Work Experience

Order Service Specialist

QVC Contact Center - West Chester, PA
August 2021 to May 16, 2022

I take many inbound calls per day, helping customers with finding the items they want and placing orders. I also do cancellations, make changes to existing orders as well as offering upsells.

Customer Service Agent

Meijer - Grand Rapids, MI
July 2016 to October 2020

Meijer is my first work at home experience. I have worked in customer service all of my adult life. In this position I have I earned about call time, after call work, documenting complaints, compliments, and general comments or suggestions. My typing speed has increased and my ability to create a positive outcome with the customer has improved.

Correctional Officer III

Hilltop Unit - Gatesville, TX
October 2009 to June 2011

Duties included safety of medium security offenders in all daily activities to include turn ins and turn outs from school, work, meals, showers and other activities. Provided security of all dorms on unit, meal hall, infirmary, chapel, and visitation. Worked as perimeter patrol and transportation of offenders. I worked in general population as well as with youthful offenders. I have firearms training, chemical agents, and cell extraction.

Assistant Manager

Catherine's - Waco, TX
May 2007 to September 2009

Duties include opening and closing of store, reconciling all sales transactions of daily operations. End of day reports to District manager, and extensive customer service. I worked closely with the Store manager in merchandising the sales floor, display cases and windows. Logged incoming freight and expedited merchandise to the sales floor. Managed four person sales team in the absence of the Store manager and performed all managerial functions. Worked closely with customers with special needs.

Education

Graduate GED

Skills

- Upselling
- Merchandising
- Store Management Experience
- Retail Management
- Typing
- Sales
- Team Management

Assessments

Call center customer service — Highly Proficient

April 2022

Demonstrating customer service skills in a call center setting

Full results: [Highly Proficient](#)

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