MARK’EL L. BUIE

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##### SUMMARY OF QUALIFICATIONS

I am currently, a student attending Cal State University San Marcos. I recently graduated with two Associates from Palomar College, one in math and science with the other in social/behavioral sciences. I am seeking an employment opportunity with potential growth as a Customer Service Representative. I am detail-oriented, self-motivated and a multi-tasked individual with strong organizational and analytical skills. Effective leadership and collaboration in a team as well as an individual environment focused on meeting business objectives. Exceptional skills in:

* Buyer - Customer Service
* Superb Organizational Skills - Accounts Payable
* Communications - Managerial
* Leadership - Process Improvement
* Team Player - Self Starter
* Sales

##### PROFESSIONAL EXPERIENCE

**CHARTER COMMUNICATIONS – Sorrento Valley, CA. 6/17/19 – Present**

Customer Service Representative-Technical Support

* Administrative Skills: answering telephones, notating customers’ accounts, email useful information out to customers, provide necessary scheduling duties.
* Computer Use: Various software programs daily, outlook, google docs, scheduling tools, and Microsoft Word.
* Provide customers with excellent customer service preferably punctual first call resolutions
* Assist customers in technological repairs to analyze the overall solution
* Strong organizational skills; ensuring the security of each customer’s account.
* Strong time management skills to ensure productivity
* Scheduled reservations for customers
* Maintained up-to-date knowledge of customer accounts
* Explained products and benefits
* Resolved payment and order disputes
* Provided excellent technical support

**HARRAHS RESORT -Valley Center, CA. 10/21/18 - 5/2/19**

Retail Coordinator

* Processed and created purchase orders for vendors that distribute retail to the gift shop and retail store on property.
* Received orders from vendors and create price tags for items.
* Compared packing slips and invoices for completion of receiving products.
* Created receivers for financial department to process overall payment.
* Communicated with vendors about processing and retail inquiries.
* Created shortage report for all damaged items to be accounted for the financial department.
* Entered data for monthly inventory.
* Utilized Microsoft Excel program for data entry.
* Strong organizational and multitasking skills; can prioritize work on various duties efficiently.

**HARRAHS RESORT -Valley Center, CA. 12/16/16 - 10/20/18**

Food & Beverage Department (Starbucks Department Lead Barista)

* Cash Handler
* Provided a comfortable work environment for both employees and guest through ensuring proper work ethic.
* Ensured all beverage procedures and production are being upheld.
* Store operations assistant responsible for oversight of replenishing food and retail products, recording temperatures of produce and refrigerators in daily log and keeping the store in QASA approved guidelines at all times.
* Pulled food for thaw process and record times and expiration dates.
* Ensured all employees abide by labor laws and receive scheduled breaks on time.
* Recorded shift report daily at end of shift reporting the dynamics of the work day, financial gains/losses, food shortage and waste.
* Ensured cashier baristas are counted out from cash drawer by the end of their shift.
* Assisted with voids and variances for cashiers
* Assisted guest with admirable customer service and friendly interaction.

**SCOOBEEZ INC. -San Diego, CA 02/18/2016 - 1/10/2017**

Amazon Delivery Driver

* Responsible for delivering packages to customers businesses or homes
* Kept packages in an organized fashion
* Utilized amazon logistics application for navigation and allocation of customers
* Delivered packages in a timely order and safely

**COX COMMUNICATIONS** -**Las Vegas, NV 06/22/2015 - 08/15/2015**

Sales Representative

* Responsible for signing up new customers and renewed active contracts.
* Informed new and past customers on specific promotions.
* Performed promotional sales of potential customers who may have interest of the company services and various products.
* Assisted customers with billing inquiries and service questions.
* Utilized proactive sales skills to identify needs of customers and effectively position products and solutions that best meet the needs of targeted customers regardless of customer’s reason for calling.

**MASTERPIECE CUISINE -Las Vegas, NV 05/23/2015 - 06/22/2015**

Server

* Ensured that patrons have an enjoyable dining experience by providing quality customer service.
* Served food and drinks and remove dinnerware from the table in a timely manner.
* Prepared room for dining by clothing tables and setting decorations, condiments, candles, napkins, service plates, and utensils.

**THE ORGIN HIP HOP CULTURAL CENTER –San Diego, CA 08/21/2013 - 09/22/2013**

Customer Service Representative

* Responsible for promoting a wide range of dance classes and after school programs for various ages.
* Worked with new members to create a comfortable environment.
* Led and motivate new members to refer friends and family.
* Negotiated pricing and schedules for new members.
* Greeted members with a positive affirmation as they enter their class.
* Cleaned after every session and event.

**EXCALIBUR HOTEL – Las Vegas, NV 2012**

Job Shadow – Receptionist

Responsible for shadowing an Excalibur employee.

* Observed employee’s responsibilities.
* Distributed room keys.
* Greeted guests with a smile, ask “if you can assist them with anything”
* Observed how the receptionist entered the guests data into the system
* Learned how to operate their computer programs necessary for the job

**MARINE TOYS FOR TOTS FOUNDATION– Pittsburgh, PA 2008 – 2011**

Volunteer

Responsible for creating Christmas packages for the less fortunate children in the community.

* Distribution of toys to needed families.
* Analyzed appropriate gifts for certain age groups and genders.
* Maintained a steady workflow.
* Collected and screened new unwrapped toys.

**CLAIRTON EDUCATION CENTER- Pittsburgh, PA 2008**

###### Volunteer

* Clerical work
* Greeted students with a smile and name tag as they arrived at school.
* Delivered necessary materials to classrooms upon request.
* Participated in the student lunch program, by serving lunches for 300 students.
* Encouraged students to make positive decisions.
* Monitored hallways, data entry (absences/tardiness’s), and mail delivery
* Analyzed student’s weekly reports for any outstanding behavioral issues.

##### EDUCATION

**CALIFORNIA STATE UNIVERSITY-SAN MARCOS,** San Marcos, CA

* Bachelor’s in Psychology (In Progress)

**PALOMAR COLLEGE,** San Marcos, CA, Associates Degree’s; University Certificate, GPA: 2.8

* Associate in Social and Behavioral Sciences (May 2018)
* Associate in Math and Sciences (May 2018)
* University Certificate (May 2018)

**MOJAVE HIGH SCHOOL,** North Las Vegas, NV, Advanced Diploma, GPA: 3.8/4.0 (Graduate 2013)

##### AWARDS

* Dean’s List (2015)
* National Honors Society (2012)

##### COMPUTER COMPETENCIES

MS Office 2000 - 2019, PowerPoint, Excel, Adobe, MAC keynote, Pages, Word, Windows 10, SPSS

**CERTIFICATIONS**

* Food Handlers Safety Training Card