

Cherry Gregory

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SKILLS:

- Microsoft Office applications: Word, Excel, PowerPoint, Outlook, IE, Publisher, Lync
- Analytical problem solving
- 7 years in Customer Service
- Over 3 years in Management Position

EDUCATION:

- Associates of Pre-Engineering (Mechanical Engineering) & General Associates Degree – Salt Lake Community College Dec 2013
- Diploma with High Honor & Utah Scholars Award - NUAMES High School, May 2007

EXPERIENCE:

2008-2013 G4S Secure Solutions

Salt Lake City, UT

Assistant Site Supervisor for Security

- Promoted to Assistant Supervisor through dedication and hard work
- Excellent Customer service skills with teammates and external clients
- Trained new employees and educated current employee skills on all equipment/systems
- Troubleshooting and relayed clear detailed instructions over the phone
- Author of over 30 detailed instruction manuals for multiple computer programs
- Managed 12 employees at multiple sites
- Handled problem/terminated employees with compassion
- Proactively identified and corrected facility problems
- Coached teammates on professional, accurate and empathic behavior with clients
- Processed all client requests, resolved conflicts, and answered emails in timely manner
- Multitasked interactions with visitors, clients, contractors, and high ranking personnel
- Created and maintained all clerical reports and office files

2007-2008 Teleperformance USA

Salt Lake City, UT

Call Center agent

- Inbound phone service assisting with account problems
- Empathetic while enforced all company policies and delivering difficult messages
- Focused on resolving all issues and educating the clients
- Investigated accounts to determine correct course of action
- Maintained all required metrics and standards

References and additional information located on website at
cherrygregory13.weebly.com/reacutesume