Nancy Byron

Customer Service Representative

Longwood, FL 32779

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(407)202-0814

I am a business professional with over twenty years of customer service experience. I have high volume call center experience and know how to keep my composure and effectively get the job done while providing excellent customer service. My communication skills have been utilized throughout my career, both over the phone and in person. I have worked for customer service-based companies like Universal Studios Florida and Disney World Florida where I provided the guests with exceptional customer service as an on-call server /bartender for their special events.

Authorized to work in the US for any employer

Work Experience:

 Publix Supermarkets

 December 2018-February 2020

 Deli Attendant – Sanford, FL

Greet customers and make them feel at home. Take their deli orders either on the phone or in person. Take orders for party platters., Also make subs to order, slice meats and cheeses.

 Enrollment Specialist

 Premiera Blue Cross - Lake Mary, FL

 August 2018 -September 2018

 Temp Position

Take pertinent information from the clients and put in computer. Transfer to licensed insurance sales agents. Direct calls to other venues for information that we do not supply.

 Vacation Sales Representative

 Sun Global - Sanford, FL

 February 2018 to August 2018

sell vacations at a highly discounted price to promote timeshare tours.

 Enrollment Specialist

 Premera Blue Cross....Interactive Resource Agency -

 September 2017 to December 2017

Read the application to the client. Fill in some information. Give contract number and explain federal laws for insurance. Make sure sales rep is given credit for the call.

 Winn Dixie Grocery Stores - Heathrow, FL

 Deli Attendent

 January 2017 to August 2017

Greet Customers and take their orders. Slice deli meat, make subs, use fryer, make salads. Make sure deli is clean at all times. Wipe down slicers. Help clean fryers at night. Wipe down work tables, wipe down glass displays etc.

Customer Service Representative

 Sam’s Club - Sanford, FL

 February 2015 to December 2016

• Handled cash exchanges

• Greeted customers inside and outside off the facility

• Assisted customers with product location

• Utilized customer service skills

 Target

 Cashier

 January 2013 to February 2015

• Greeted customers while executing customer service skills

• Handled cash and credit transactions

• Assisted customers in location of products

 Travel IIG

 Call Center Representative

Sold vacations at a very reasonable price to promote timeshare tours

 Sears Home Services - Lake Mary, FL

 March 2011 to December 2013

• Handled outbound calls to potential leads

• Schedule appointments with prospective clients

• Executed impeccable customer service

• Utilized data entry skills

 Education

High School in General

Seward Park HS - New York, NY

September 1970 to June 1974

 Skills

Microsoft Office (4 years)

Receptionist (3 years)

Customer Service (10+ years)

Appointment Specialist (4 years)