**Ashya Hawkins**

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**SUMMARY STATEMENT**

Some college education with 6 years of customer experience working in retail, customer relations, and Data Entry. Strive to exceed professional and personal goals. Strong written and verbal communication skills.

**PROFESSIONAL SKILLS**

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| --- | --- |
| **Education** | Some college in Business Management and Finance from Auburn University Montgomery AL. |
| **Employment** | Providing advice, assistance and training to clerical support, hard work and dedication all contribute to the continuous success. Providing basic coordination and pertinent information on office functions. |
| **Personal** | Strong work ethic with a positive approach. Interpersonal skills, continuously striving to achieve goals and exceed expectations. Organized and focused. |

**PROFESSIONAL WORK EXPERIENCE**

**Retail Associate**

**Marshalls May** 2023-Present
**Salary**: $30,000 per year
**Job** **Type**: 30 hours per week, Part-time
**Supervisor**: Jana Smith, (205) 989-1378

* Arranging Items: Organize and Arrange merchandise on store racks.
* Pricing Accuracy: accuracy pricing items
* Fitting Rooms: Monitoring fitting rooms area to assist customers.
* Cashiering
* Greeting Customers

Assistant,June 2017 – Present

**Unlimited Realty,** Montgomery, AL
**Salary**: $40,000 per year

**Job Type**: 40 hours per week, Full-Time
**Supervisor:** Loretha Smith, (334) 300-7499

* Screening and answering and determining which require personal attention.
* Maintaining files for correspondence.
* Scheduling and shifting appointments based on commitments.
* Secretary
* Data Entry

**Remote Call Center Representative**,November 2021 – April 2023

**PECO Exelon Gas Company,** Philadelphia, Pennsylvania
**Salary**: $15 per hour

**Job Type**: 40 hours per week, Full-Time
**Supervisor:** Robretta Smith, (334) 782-4557

* Helping Customers with their payments
* Communicate with customers by telephone and approve written correspondence to attempt to bring resolution to unpaid accounts.
* Make recommendations to implement improved processes.
* Making Transactions

De-escalate calls.

**Remote Virtual Assistant August 2023-Present**

* Translated business data priorities for 3 food companies into actionable steps by analyzing
product price, ratings, and performance.
* Created comparison tables of items and services for 2 clients.
* Assisted the team’s agents with part time administrative support for 5 months.
* Virtual scribed over 100 doctor-patient appointments in real time and took care of patient communications and interactions via phone/email/video.

**EDUCATION**

**Bachelor’s o Business Management and Finance**, August 2020

Auburn University at Montgomery,

Montgomery, AL

 **PECO Training,** March 14-30, 2023: 132 Hours

Remote, Hoover, AL

Retail customer service training

Personal Assistant training

Customer service training

**VOLUNTEER EXPERIENCE / COMMUNITY SERVICE**

**Community Hands Outreach Inc**, November 2013

Tuskegee, AL

Started turkey drive at Tuskegee recreational center and gave turkeys to family’s given by the community.