**Tanieka S. Lockhart**

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**Mission Statement**

*Seek to obtain Team Lead position where I can utilize my skills and knowledge, and be an asset to the organization. Strive to exceed customer and employer expectations by delivering second-to-none service. Maintain customer centricity in all initiatives and interactions, always putting the customer first.*

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**Overview**

*Offer experience of customer care excellence within high-volume environments that include: Retail, Call Center, Child Care, Grocery, Bakery, and Warehouse.*

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**Profile**

*Excellent oral and written interpersonal communication, Ability to plan, organize, and problem solve effectively, Ability to prioritize and multi-task, Efficient in time management, Pays close attention to detail, Adaptability and flexibility, Ability to work under stress and meet tight deadlines without compromising quality, Works independently and cooperatively as a team player, Amazing ability to coordinate work promptly and accurately.*

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**Education**

**U.S. Navy** — *RTC Great Lakes, IL*

*01/2013 — 02/2013*

* *Trainee/Boot Camp*
* *Medically Discharged*

**San Antonio College** *— San Antonio, TX*

*Fall 2012 ­­— Spring 2014, Attended Full Time*

*Fall 2014, Currently Attending Part Time*

* *Majoring in Business Administration and Management*

**Central Texas College** *— Killeen, TX*

*Fall 2010 — Spring 2012, Attended Full Time*

* *Majored in Business Administration and Management*
* *Transferred to San Antonio College*

**Diamond Bar High School** *— Diamond Bar, CA*

*1989 — 1993, Graduated*

* *Received Diploma*

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**Employment**

**Manpower/Mellennium 1 Solutions/eSecuritel** — *San Antonio, TX*

*Claims Processing Agent, 09/2014 to Present*

*Provide friendly, courteous, and efficient service. Receive inbound calls from subscribers who wish to process insurance claims on cellular devices.*

**Kohl’s** — *Selma, TX*

*Replenishment, Seasonal 11/2013 to 01/2014*

*Responsible for replenishment of merchandise to the sales floor from the stockroom using replenishment reports. Assisted in the stocking/merchandising of incoming truck freight to the sales floor and stockroom. Completed merchandise recovery in maintaining the sales floor, fitting rooms, and work area to Company standards.*

**Coca-Cola** — *San Antonio, TX*

*Order Builder/Loader, 09/2013 to 10/2013*

*Pulled various Coca-Cola products from the warehouse to build specific orders onto pallets.*

**SPFM** — *San Antonio, TX*

*Packager/Order Selector/Forklift Driver, Temp 05/2013 to 09/2013*

*Stored products in an orderly and accessible manner in warehouse, tool rooms, supply rooms, and other areas. Packed and unpacked product to be stocked in warehouse. Disposed of damaged or defective product, and/or returned to vendors.*

**Walmart** — *Harker Heights, TX*

*Cake Decorator, 04/2010 to 08/2010*

*Provided friendly, courteous, and efficient service. Received and prepared special orders. Reviewed Production Sheet, which is a record of merchandise on hand and previously baked quantities by item, to understand daily variety of cakes, cupcakes, pies, and message cookies to be decorated, packaged, and stocked.*

**Halcyon Family Home Daycare** — *Killeen, TX*

*Licensed Childcare Provider, 04/2007 to 04/2010*

*Cared for numerous children in my home: infant, preschool, and school-aged. Garnered thorough knowledge of dealing with children of all ages. Managed to perform well whilst tutoring school-aged children in a non-traditional setting. Provided before and after school care and transported children when needed. Profound ability to disseminate knowledge of instructional techniques.*

**Walmart** — *Copperas Cove, TX*

*Cake Decorator, 01/2007 to 04/2007*

*Provided friendly, courteous, and efficient service. Received and prepared special orders. Reviewed Production Sheet, which is a record of merchandise on hand and previously baked quantities by item, to understand daily variety of cakes, cupcakes, pies, and message cookies to be decorated, packaged, and stocked.*

**Convergys** — *Killeen, TX*

*Retention Specialist, 11/2005 to 01/2007*

*Provided friendly, courteous, and efficient service. Received incoming calls from customers who wished to discontinue using their organization’s services or products. Assisted customers with complaints or billing issues. Adjusted services or products to fit the needs of customers.*

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**Personal Experience**

**Halcyon Family Home School** — *Killeen, TX*

*Home School Teacher, 1999 to Present*

*Home Schooled my two high school-aged children, from preschool to high school.* *Hands-on experience as a home school teacher. Managed to perform well whilst tutoring students in a non-traditional setting. Profound ability to disseminate knowledge of instructional techniques. Ensured that all the state standards are maintained in curriculum development. Exceptional knowledge of lesson plans and lesson demonstrations. Planned and provided specialized instruction for each child. Dedicated sufficient time to plan and execute relevant syllabus. Performed teaching schedules in accordance to the student’s standards. Devoted the necessary amount of time needed to complete curriculum. Maintained cumulative student files and accessed progress.*

*References Available Upon Request*