

Tanya Turner

Customer Care/ Sales Manager

Hammond, LA 70403

+1 985 [REDACTED]

Over 15 years Sales and Management Experience. Proven sales direction and trainer.

Customer Service trainer with certification in Business and Travel Industry Management

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Front Desk Manager

Courtyard by Marriott - Hammond, LA

December 2022 to Present

Front Desk Manager responsible for Customer Service and coverage of Front Desk Hotel staff.

Tax Preparer

H&R Block - Hammond, LA

October 2019 to June 2020

Full time tax preparation associate. Performed both office management and tax preparation for local branch.

Platinum and Centurion Travel Counselor

American Express Travel - Hammond, LA

September 2016 to July 2019

Work At Home Agents servicing both Platinum and Centurion card members with booking and corrections of travel itinerary

Experience in navigation of the Global Distribution System to create and correct flight bookings and changes

Travel Care Professional / Trainer

Teleperformance USA - Killeen, TX

April 2013 to September 2016

- Assisted American Express Card members with their personal and business travel arrangements.
- Served as a Campaign Trainer for new company hires.
- Served as a Train the Trainer team member, responsible for training new trainers in administrative procedures.

Assistant Manager of Technology

US Department of Commerce Bureau of Census - Hammond, LA

November 2009 to October 2010

- Assisted the Senior Manager in all office related job duties.
- Responsible for maintaining proper inventory, control, and accounting of all electronic devices.
- Responsible for coordination and training of new hires, and for training all office and field staff on computer systems.

Tax Preparer

H&R Block - Hammond, LA

November 2007 to June 2008

Seasonal Tax Preparer in local branch for tax season. Part time schedule. Flex between two locations.

Branch Manager

Able Body Temporary Labor Agency - Hammond, LA

September 2005 to November 2007

- Managed a staff of 15 full-time employees and 230 temporary labor applicants, including processing and approving weekly payouts to 230 temporary labor employees, processing and reconciling accounts payable and accounts receivable invoices.

Aviation Support Equipment Mechanic / Production Control Assistant

United States Navy - Jacksonville, FL

January 1993 to September 2001

- Proudly served as a specialist, in the role of Aviation Support Equipment Mechanic / Production Control Assistant AS2/E2

Volunteer Tax Preparer

Naval Station Mayport Tax Center - Mayport Naval Station, FL

August 1999 to May 2000

Part of initial training team to provide free tax preparation to active duty personnel. Trained by H&R Block in basic tax return rules and procedures, as well as how to electronically file returns.

Education

Associates in General Studies

Southeastern Louisiana University - Hammond, LA

College Preparatory

Hammond High Magnet School - Hammond, LA

Skills

- Microsoft Office
- Team Building
- Excel
- Sales
- Inventory
- Management
- Mechanic Experience

- Account Reconciliation
- Office Administration
- Aircraft Maintenance
- Payroll
- Root cause analysis
- Customer service
- Accounting
- General Ledger Accounting
- Office Management
- Accounts Receivable
- Journal Entries
- QuickBooks
- Accounts Payable
- Budgeting
- Warehouse distribution
- Computer skills
- Leadership
- Microsoft Powerpoint
- Supervising experience
- Bookkeeping
- Financial Report Writing
- Bank Reconciliation
- Tax Experience
- Merchandising
- Pricing
- Purchasing
- SAP
- Hospitality

Military Service

Branch: United States Navy

Rank: E5

Certifications and Licenses

Driver's License

Standing Forklift/Reach

Propane Sitting Forklift

Assessments

Scheduling — Proficient

August 2021

Cross-referencing agendas and itineraries to avoid scheduling conflicts

Full results: [Proficient](#)

Customer focus & orientation — Expert

August 2021

Responding to customer situations with sensitivity

Full results: [Expert](#)

Customer service — Proficient

September 2019

Identifying and resolving common customer issues.

Full results: [Proficient](#)

Customer service fit — Proficient

February 2020

Measures the traits that are important for high-quality customer service.

Full results: [Proficient](#)

Receptionist — Expert

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Expert](#)

Warehouse associate — Proficient

March 2021

Assesses the tendencies that are important for success in warehouse roles

Full results: [Proficient](#)

Marketing — Completed

November 2020

Understanding a target audience and how to best communicate with them

Full results: [Completed](#)

Supervisory skills: Motivating & assessing employees — Familiar

October 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Over twenty eight years of progressive experience in various fields, to include eight years in Personnel and Office Administration, with three years of Executive Administrative Support, five years in Customer Service, seven years in Corporate and Retail Training, and eight years of proud service in the United States Navy.

Excellent organizational and communication skills; can successfully analyze and prioritize assignments, and effectively communicate with all levels of personnel within an organization, to ensure that all tasks are clearly understood and successfully completed.

Dedicated work ethic; proven ability to excel in a fast-paced, demanding office environment, by successfully completing all work assignments in a timely manner, while working independently with minimal supervision.

To Whom This May Concern:

I am beyond excited of the possibilities that will be available as a member of the Hammond Historic District Commission, mainly being a part of raising community awareness and pride in our city's past and a desire to celebrate it in our present.

It is the moment of "sense of place" that encourages people to put down roots into the community, as well as enhancing the visual and aesthetic characteristics of diversity and distinctiveness of our city's past.

As I have traveled this country as a former active-duty member of the US Navy, I have been fortunate to visit many different cities and experience their use of diversity and inclusion to foster a positive and productive community atmosphere. I have yearned since returning home for that same feeling of inclusion in the city I have been a part of since my birth.

I often have wondered what history was represented in our city from my ancestors and others of color. I would love to bring light to the impact of ALL who have been a part of the evolution of the City of Hammond.

I hope to be a bridge between my community and the downtown area to involve and include more diverse businesses and availability of spaces for usage by all. I believe in historic preservation and the unique spaces and buildings that our downtown offers. It is imperative that the entire City of Hammond feels welcome and not excluded from certain areas, and we have to keep these spaces thriving.

I look forward to speaking with you further with hopes of a positive outcome.

Kind Regards,
Tanya T. Turner