
Websites, Portfolios, Profiles

- <http://www.linkedin.com/in/yolanda-williams-0a0baa6a>
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EXPERIENCE

August 2018 -
Current

Remote Customer Service

Arise Platform, Ferndale, MI

- Listened carefully to banking customers' needs and recommended best-in-class banking solutions to resolve issues.
- Supported service standards by positively engaging with customers.
- Offered excellent customer service by actively listening to customers' needs and empathically discussing solutions.
- Boosted customer satisfaction and service delivery to strengthen customer loyalty.
- Assisted customers with banking transactions, identified and serviced customer needs and resolved issues.
- Educated customers about billing, payment processing and support policies and procedures.
- Promptly responded to inquiries and requests from prospective customers.

May 2023 - April
2024

Table Games Dealer

Hollywood Casino at Greektown

- Dealt Blackjack and Three-Card Poker; paid winnings and collected losing players' wagers, monitored the game for accuracy and followed safety protocols.
- Maintained fast game pace by handling chips, cards, money, and gaming equipment efficiently.
- Created enjoyable atmosphere for players by engaging patrons in positive and entertaining conversation.
- Promoted customer retention and satisfaction by greeting guests and encouraging fun gameplay environment.
- Enforced game rules to maintain fair play and avoid disputes.
- Assisted players with placing bets, educating on game rules to increase understanding.
- Monitored game for potential security risk to protect operation and players.

YOLANDA WILLIAMS

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248.930.3033

Hardworking and passionate job seeker with strong organizational skills eager to secure entry-level accounting and office position. Ready to help team achieve company goals.

SKILLS

- Data entry (9,000 alphanumeric kph)
- Mail sorting and distribution
- Strong problem solver
- Bookkeeping
- Attention to detail
- Money handling
- Customer and Service-oriented
- Type 55wpm
- Microsoft Office Suite (i.e., Word, Excel, Outlook)
- Data entry (9,000 alphanumeric kph)

November 2013 -
April 2018

Account Clerk

Wayne County

- Company Overview: Wayne County Register of Deeds & Clerks Office
- Performed moderately difficult bookkeeping and complex work involving the application of bookkeeping principles to a variety of common transactions.

June 2016 -
January 2017

Timekeeper (Payroll Clerk)

Wayne County

- Duties of a timekeeper include maintaining time sheets and accurately inputting time and attendance data into the computer; verify attendance, hours worked and pay adjustments while tracking overtime hours and approving compensatory time earned; lastly, updates payroll records by entering changes in exemptions, insurance coverage, savings deductions, and job title and department/division transfers.
- Managed payroll data entry and processing for 300 employees to comply with predetermined company guidelines.

April 2009 - June
2012

Desk Clerk

Yorba Hotel, Detroit, MI

- Greeted visitors and customers upon arrival, offered assistance, and answered questions to build rapport and retention.
- Monitored building for hazardous conditions or situations and notified correct personnel.
- Enforced building rules with staff, guests, and outside professionals.
- Recorded significant occurrences in daily log with professionalism and critical details.
- Collected room deposits, fees, and payments.

January 1991 -
February 2005

Office Assistant

City of Detroit

- Prepared and edited documents to produce precise, accurate and professional communication.
- Answered and managed incoming and outgoing calls while recording accurate messages for distribution to office staff.
- Kept office supplies well organized and sufficiently stocked, placing orders promptly to replenish materials before depleted.

- Processed incoming and outgoing mail and packages according to established procedures.
 - Reviewed files, records and other documents to obtain information to respond to requests.
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EDUCATION

- July 2014 MBA in Forensics Accounting
Jones International University, Centennial, CO
- 3.62 GPA
- May 2011 BBA in Human Resources Management
Baker College, Flint, MI
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References

Furnished upon request.