

# CATHY WILLIAMS

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## PROFESSIONAL SUMMARY

Dynamic customer service professional with a proven track record at Southwest Airlines, excelling in problem-solving and teamwork. Recognized for enhancing customer satisfaction and loyalty through effective communication and a strong understanding of product features. Committed to maintaining high standards of service while managing time efficiently in fast-paced environments.

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## SKILLS

- Customer service
- Time management
- Excellent people skills
- Teamwork and collaboration
- Problem-solving skills

## WORK HISTORY

### Versona

Sales Associate // Irving, TX // April 2017 to July 2017

- Assisted customers with product selection and inquiries to enhance shopping experience.
- Maintained cleanliness and organization of sales floor to ensure efficient operations.
- Collaborated with team members to restock merchandise and optimize product displays.
- Processed transactions accurately using point-of-sale system, ensuring seamless checkout experience.

### Pier One Imports

Holiday Sales Associate // Irving, TX // September 2016 to December 2016

- Assisted customers in locating products and provided recommendations based on preferences.
- Maintained a clean and organized sales floor to enhance customer shopping experience.
- Operated point-of-sale systems efficiently to process transactions accurately.
- Collaborated with team members to restock merchandise during peak sales periods.
- Greeted, welcomed and offered immediate assistance to store customers.
- Stocked seasonal displays with high-demand items and frequently replenished merchandise.

### Zurn Industries LLC

Data Entry Clerk // Dallas, TX // May 2015 to August 2015

- Entered and updated data in company databases with high accuracy and attention to detail.
- Reviewed source documents for completeness and resolved discrepancies efficiently.
- Received orders via email from Retail Customers and assisted in requesting appropriate materials for order.

## **CBRE / Randstad Staffing**

Corporate Receptionist // Irving, TX // November 2014 to March 2015

- Managed front desk operations, ensuring a welcoming environment for visitors and clients.
- Answered multi-line phone system, directing calls to appropriate departments efficiently.
- Scheduled appointments and meetings, coordinating calendars for executives and staff.
- Maintained office supplies inventory, ordering materials as needed to ensure smooth operations.

## **Ultimate Staffing Services / Southwest Airlines**

Customer Service Representative // Dallas, TX // January 2011 to March 2012

- Resolved customer inquiries through effective communication and problem-solving techniques.
- Assisted in maintaining accurate records of customer interactions within CRM systems.
- Collaborated with team members to streamline processes and enhance service delivery.
- Provided support to customers by explaining product features and benefits clearly.
- Assisted in rolling out the New Rapid Rewards Program.

## **Greater Irving-Las Colinas Chamber Of Commerce**

Customer Service Representative // Irving, TX // November 2009 to December 2010

- Enhanced customer satisfaction by promptly addressing concerns and providing accurate information.
- Handled escalated calls efficiently, finding satisfactory resolutions for both customers and the company alike.
- Ensured compliance with company policies while handling sensitive customer information.

## **Southwest Airlines**

Customer Service Representative // Dallas, TX // May 1986 to September 2008

- Gathered feedback from customers to identify areas for service improvement and enhancement.
- Managed high-stress situations effectively, maintaining professionalism under pressure while resolving disputes or conflicts.
- Resolved customer complaints with empathy, resulting in increased loyalty and repeat business.
- Developed strong product knowledge to provide informed recommendations based on individual customer needs.

## **EDUCATION**

High School Diploma

Irving High School // Irving, TX // May 1974