**RIKESHA CRAWLEY**

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**Entry Level Server**

**SUMMARY**

Professional with a strong foundation in customer service and support seeking a server position. Service-oriented and eager to employ interpersonal skills to be a resource to customers. Fast learner who is adaptable with a warm personality and enthusiastic approach to providing an excellent customer experience.

**EDUCATION**

***Bachelor of Science, Sociology*** *| 2014 | Middle Tennessee State University | Murfreesboro, TN*

**EXPERIENCE**

***Crisis Line Counselor*** *Harris Center* *|* Houston, TX *03/2022 – Current*

* Provide emotional and mental health support by building rapport and incorporating empathetic communication.
* Utilize active listening and crisis intervention methods to de-escalate and effectively safety plan.
* Accurately assess crises and psychological emergencies applying a comprehensive framework and thoroughly interviewing clients.
* Work collaboratively with clients providing an environment of safety and compassion.
* Offer and connect to appropriate resources and referrals tailored to client needs.

*Safety Investigator Uber Technologies Inc. | Houston, TX 06/2018 – 03/2022*

* Documented and managed 10 to 15 reports daily entering accurate data related to complex and/or urgent incidents.
* Collaborated cross-functionally and researched multiple databases to respond in a timely manner meeting a 45-minute goal for emergency calls and threats.
* Identified threatening and/or damaging report findings preparing 25+ detailed accounts weekly of high profile, law enforcement, and legal escalations ensuring privacy guidelines were adhered.
* Mitigated risk by triaging 60+ daily report allegations, restricting potentially suspicious activity, and taking action to demonstrate policy compliance and confidentiality.

***Customer Experience Associate*** *Lyft Inc. | Nashville, TN* 03/2016 – 05/2018

* Assisted 35+ users daily with inquiries to determine, verify, and resolve common technical issues.
* Provided feedback to identify gaps in processes to enhance performance quality to 90%, improve production times and user satisfaction.
* Processed written correspondence to 55+ users daily regarding billing information and current promotions.

***Student Success Coach*** *AmeriCorps – McClellan High School | Little Rock, AR 04/2014 – 03/2016*

* Managed and organized educational programs/events by executing 2 initiatives each semester related to student attendance and behavior.
* Coordinated weekly donation outreaches to community prospects aiding student support in an underprivileged area.
* Developed and implemented daily educational plans to facilitate performance improvement increasing student grades by a letter grade or more.
* Supervised and coached a team of 14 students in effective time management, goal setting, and personal development by nurturing relationships and increasing student engagement.

**KEY SKILLS**

Customer Support | Resolution Optimization | Customer Relations | Detail Oriented | Team Player | Critical Thinker| Strong Verbal Communication | Time Management

**Technical Toolbox:** Jira, EPIC, Salesforce, Google Suite, Workday, Microsoft Suite, CRM and SaaS, Zendesk