

Ashley Moore

Dallas, TX 75219

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(214) 215-8669

Professional Summary

Seasoned professional with 5 years of experience in customer-focused roles, seeking a Remote Call Center position.

Skilled in managing high-volume inbound calls and providing exceptional service as demonstrated at American

Airlines. Proven ability to handle sensitive information and perform due diligence, enhancing customer trust and fraud prevention at GC Services.

Willing to relocate to: Dallas, TX

Authorized to work in the US for any employer

Willing to relocate to: Texas - Dallas County, TX

Work Experience

Server

wagamama-Dallas, TX

January 2025 to Present

Greeting guest at there table going over the kitchen and telling them how it works recommending different items on the menu. Get the food out in a timely manner. Expediting the food quickly.polishing utensils as well as polishing glasses.

Hostess/Cashier/Expo

Mendocino Farms-Dallas, TX

June 2024 to December 2024

I helped out by sending orders out packing the orders, helping the cashiers by taking orders. I restock prep and organize the areas.

Fraud Prevention Team

GC Services-Dallas, TX

January 2023 to December 2023

- Conducted thorough evaluation of customer credit applications to ensure compliance with established financial policies and fraud mitigation protocols.
- Authenticated customer documents, such as identification and proof of residency, to verify the legitimacy of transactions.
- Executed risk management procedures by managing credit and order holds, diligently reducing the potential for fraudulent activity.

Reservation Specialist

American Airlines-Fort Worth, TX

June 2020 to June 2022

- Addressed a steady stream of customer inquiries and processed reservation requests with a focus on efficiency and accuracy.
- Assisted customers in selecting seats and making accommodation arrangements, aiming to improve overall satisfaction and travel comfort.
- Provided thorough support and service, effectively resolving reservation-related issues to facilitate a seamless booking experience for clients.

CNA - Certified Nursing Assistant

Duncanville Healthcare and Rehabilitation Center-Duncanville, TX

June 2020 to July 2021

- Delivered empathetic support for daily living activities, maintaining respect for patient dignity and comfort.
- Facilitated assistance with personal nutrition, helping residents with meals to support their health.
- Contributed to a nurturing environment by consistently attending to the personal care requirements of individuals.

Sorter/Picker

Amazon Warehouse-Dallas, TX

May 2019 to July 2020

- Executed precise sorting and packaging of goods, maintaining accuracy and efficiency in preparation for distribution.
- Performed meticulous product inspections, upholding stringent quality control to ensure shipment readiness.
- Streamlined sorting and picking processes, contributing to the optimization of warehouse distribution operations.

Night Auditor/Front Desk Agent

ALOFT-Minneapolis, MN

September 2017 to March 2019

- Verified and reconciled financial reports, maintaining accuracy in revenue and expense documentation.
- Audited room rate charges, ensuring billing accuracy and upholding financial integrity.
- Provided exceptional customer service, addressing guest inquiries and concerns promptly.

Education

Associate of Applied Science in Medical Assisting

The College of Health Care Professions-Dallas - Dallas, TX

July 2024 to Present

- Proven ability to read and perform vital signs
- Skilled at accurately documenting patient history
- Ability to recognize cardiac rhythms
- Proficient with EKG electrode placement (within 90% accuracy)
- Can administer basic urinalysis, urine dipstick, blood typing, strep test, and blood sugar
- Knowledgeable of insurance coding and administrative procedures
- Patient Observation

DIPLOMA in General

HARDING SENIOR HIGH SCHOOL

September 2003 to June 2007

Skills

- Senior care (5 years)
- Patient Observation (1 year)
- Windows
- Communication (10+ years)
- Cleaning
- Laundry
- Microsoft Word (10+ years)
- Time Management
- Patient Care (1 year)
- Sales
- Serving
- Writing
- Microsoft Office (10+ years)
- Cooking
- Server/waiter
- Typing (10+ years)
- Computer Skills (10+ years)
- Front Desk (10+ years)
- Cash Register
- Vital Signs (1 year)
- Caregiving (5 years)
- Guest Services (10+ years)
- Microsoft Excel (10+ years)
- Warehouse Experience (3 years)
- Host/Hostess (2 years)
- Home Care
- Conflict Management
- Alzheimer's Care (5 years)
- Typing
- Food Preparation
- Hospitality
- Microsoft Outlook
- EKG (1 year)
- Order Picking
- Adaptability
- Reading
- Guest Service (10+ years)
- Memory care

- Hospital Experience (1 year)
- Front Office
- Active Listening
- Pos
- Restaurant Experience
- Hotel Experience
- Dependable
- Reliable
- Dementia Care (10+ years)
- Customer Service (10+ years)
- Barista Experience
- Custodial Experience (2 years)
- Presentation Skills
- Microsoft Powerpoint
- Cash Handling (10+ years)

Links

<http://www.linkedin.com/in/ashley-moore-839828a0>

Certifications and Licenses

BLS Certification

January 2025 to January 2027