

# Daya Fico

Information Desk Clerk

✉ [daya.fico@gmail.com](mailto:daya.fico@gmail.com)

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📍 2750 County Road 437,

## Education

### High School Diploma at Hoover High School, AL

Aug 2017 - May 2021

I've learned how to study for exams, how to write essays, and how to do research.

## Links

[linkedin.com/in/dayafico](https://www.linkedin.com/in/dayafico)

## Skills

Answering phones

Transferring calls

Greeting visitors

Providing directions/information

Handling customer inquiries/complaints

Data entry

Filing

## Languages

English

Hindi

## Hobbies

Organizing

Crafting

Reading

## Profile

Information Desk Clerk with over 1 year of experience providing customer service and support in a high volume setting. Excels at multitasking, maintaining composure under pressure, and resolving conflict. Track record of going above and beyond to ensure satisfaction.

## Employment History

### Information Desk Clerk at AIS, AL

May 2022 - Present

- Answered an average of 30 phone calls per shift.
- Greeted an average of 50 visitors per shift.
- Assisted with locating lost children in the facility.
- Helped to resolve conflict between customers on occasion.
- Directed foot traffic during high volume times throughout the day.
- Kept work area clean and organized at all times.

### Information Desk Clerk II at Diversified Information Technologies, AL

Sep 2021 - Apr 2022

- Answered an average of 100 phone calls per day.
- Assisted an average of 30 customers per day in person.
- Processed an average of 50 transactions per day.
- Resolved customer complaints in a professional and timely manner.
- Maintained cleanliness and organization at the information desk area.
- Followed company policies and procedures at all times.

## Certificates

### Certified Customer Service Professional (CCSP)

May 2021

### Certified Administrative Professional (CAP)

Aug 2019

## Memberships

American Library Association

Special Libraries Association