

# TAYZA MOUTRAY

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## HUMAN RESOURCES SPECIALIST

### Summary of Qualifications

- Detail and people oriented, driven college graduate seeking employment as a Human Resources Specialist. With a passion for organization, leadership and collaboration, eager to enhance current skillset. Dedicated to enhancing experiences of staff within Mattex.

### Core Competencies

- Employee Recruitment/Onboarding
- Organization
- Conflict Resolution
- Employee Coaching

## EXPERIENCE

### Customer Service Representative

August 2021 - Present

Mattex, Mattoon, IL

- Provided courteous customer service over phone and in person while booking appointments.
- Resolved customer issues and general inquiries.
- Handled text message communications, emails as well as inbound and outbound calls.
- Reviewed appointments booked for errors and missing information.

### Sales Manager

October 2017 - May 2021

Prime Communications, Charleston, IL

- 1. Facilitated customers with upgrading phones while reviewing billing information and changes.
- Managed monthly inventory counts, returned damaged or returned items once a week as well as recalled items.
- Scheduled store staff according to hour allotment as well as availability.

### Sales Associate

July 2017 - January 2018

Wabash Valley Goodwill, Charleston, IL

- Provided customers with help finding items, removing old items from sales floor, putting new items out, pricing items, and checking customers out.

### Greeter/Server

April 2017 - July 2017

Lucky Spins Inc, Ashmore, IL

- Greeted customers, resolved any gambling machine errors, served desired drinks and overseen buildings daily chores.

### Customer Service Representative

October 2016 - February 2017

SPHERION STAFFING AGENCY, Charleston, IL

- Spoke with members via phone regarding covered medical benefits and applied premium payments to accounts.

### Technical Support

March 2015 - October 2016

Innovative Staff Solutions, Charleston, IL

- Troubleshoot with customers via phone to solve any tv or phone interruptions.

**Cook/Dietary Aide**

May 2014 - December 2014

Charleston Rehabilitation, Charleston, IL

- Prepared daily meals and drinks to be served at scheduled time for residents as well as guests and staff.
- Managed cleanliness of kitchen at all times by adhering to public health guidelines for safety.

**EDUCATION****Associate in Applied Science Business Administration**

2023

DeVry University-Chicago

- Human Resources functions, Business management, and Diversity, Equity, and Inclusion in workplace.
- National Society of Leadership and Success Member - 2022

**SKILLS**

Microsoft Office  
Troubleshooting  
Technical Support  
Live Chat

ServiceTitan  
Dietary Aide Experience  
Sales Management  
Hotel experience

Customer Service  
Retail Sales  
Salesforce