

ZIPPORAH LAINE PATTERSON

Chattanooga, Tennessee 37421 | (470)378-6225 | zpatterson47@gmail.com

PROFESSIONAL SUMMARY

Detail-oriented professional with a strong commitment to providing strategic leadership to technical teams. Proficient in troubleshooting and resolving complex issues. Highly organized and dependable, with a proven ability to effectively manage multiple priorities while maintaining a positive and proactive attitude.

Driven by a passion for forensic science, I aim to transition into this field in the future, bringing my determination, self-motivation, organizational skills, and patience to new challenges. Thrives in fast-paced environments by optimizing slow periods for productivity. Well-organized with a meticulous focus on detail.

Stays on top of demands in fast-paced environments by effectively using slow periods. Maintains organized, clean, and safe work areas with diligent attention to important details.

SKILLS

- | | | |
|---------------------|-----------------------------|--------------------------------|
| ● Leadership skills | ● Communication skills | ● Time management |
| ● Problem solving | ● Excel | ● Powerpoint |
| ● Salesforce | ● Project Planning | ● Adaptability and flexibility |
| ● Data analysis | ● Market research summaries | ● Strategy Development |

EXPERIENCE

SMB DEDICATED EXPERT January 2022 - Current

T-Mobile Call Center | Chattanooga, Tennessee

- Provided excellent customer care by responding to requests, assisting with product selection and handling ordering functions
- Responded to customer requests, offering excellent support and tailored recommendations to address needs
- Promptly responded to inquiries and requests from prospective customers
- Calculated correct order totals, updated accounts, and maintained detailed records for inventory management
- Daily reports of sales they are accumulating monthly
- Call Volume and Quality Metrics
- Training Material Updates

Front Line Leader January 2015 - January 2020

Honeybaked Ham | Chattanooga, Tennessee

- Enforced company policies, safety regulations, and quality control measures among staff members.
- Monitored inventory levels for food items, notifying management of shortages or restocking needs.
- Assisted customers with menu selection by answering questions and offering suggestions.

Marketing Coordinator October 2020 - January 2022

Staples | Chattanooga, Tennessee

- Served clients, tackling and fulfilling design goals.
- Conducted market research to stay ahead of graphic design trends, applying insights to projects.
- Developed comprehensive brand guidelines, ensuring consistency across all marketing materials.

EDUCATION

Bachelor of Science (B.S.) - Psychology With a Minor in Forensic May 2023

University of Tennessee at Chattanooga, Chattanooga Tennessee

ACCOMPLISHMENTS

- Member of Delta Sigma Theta Sorority incorporated