

Sydney Mays

Email: mayssydney@gmail.com | **Phone:** 678-373-9234 | **LinkedIn:** [Sydney Mays]

Objective

Creative and goal-driven professional with a background in Mass Communications and extensive customer service experience. Seeking to leverage strategic thinking, communication skills, and customer engagement expertise in a marketing and social media role. Passionate about creating impactful content and fostering brand growth through digital platforms.

Professional Experience

Customer Service Agent

FanDuel | Feb 2022 – Present

- Delivered prompt and courteous customer support, enhancing user satisfaction and retention.
- Solved customer inquiries and issues efficiently, contributing to a positive brand image.
- Communicated valuable insights to internal teams for process improvement.

Assistant Manager

Citi Trends | Nov 2020 – Feb 2022

- Oversaw day-to-day operations, ensuring optimal customer experiences and smooth store functioning.
- Trained new hires in best practices for customer interactions and store management.
- Managed cash flow and handled customer complaints, demonstrating leadership and adaptability.

Cashier

Family Dollar | Sept 2019 – Apr 2020

- Delivered excellent customer service, fostering positive interactions and repeat business.
- Maintained an organized and visually appealing store environment.

- Handled transactions accurately and ensured efficient checkout processes.
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Education

Bachelor of Arts in Mass Communications

University of West Georgia | Aug 2018 – May 2023

Skills

- Strategic thinking and problem-solving
- Social media strategy and content creation
- Effective communication and attentive listening
- Time management and organization
- Customer engagement and relationship building