

This page is intentionally left blank

Chyna Johnson-Murriel

Proficiently oversee daily operations and meticulously evaluate administrative procedures to ensure optimal accuracy, efficiency, and adherence to quality standards. Exhibit exceptional communication skills, effectively liaising between entry-level staff, peers, senior management, and VIP clientele. Skillfully navigate and resolve challenges while diplomatically diffusing sensitive situations. Additionally, adept at fostering a motivating environment to drive employee performance and foster success.

TECHNICAL PROFICIENCIES

- Workplace Cultural Diversity
- Asset/Risk Management
- Call Center Operations
- A/R, A/P, Billing, Collections
- Sales/Customer Relations
- Office Management
- Database Management
- Staff Training/Supervision
- Technical Support
- Contract Negotiations
- Relationship Management
- Account Management

PROFESSIONAL EXPERIENCE

VIRTUAL GAMING WORLDS – LUCKYLAND INC; Las Vegas, NV

Account Executive

2023 - Present

-
- Build client loyalty and satisfaction. While establishing a repeat customer base
 - Maintain relationships with 120+ clients per month
 - Product expert on all companies' products and services
 - Conveyed strong verbal and interpersonal skills
 - Collaborate with marketing and employees to create successful and ongoing business relationships

UNIVERSITY OF PHOENIX; Las Vegas, NV

Admissions Counselor

2022 - 2023

-
- Interview prospective students for entrance into the University of Phoenix
 - Assist and guide through the admissions process
 - Provide positive and timely customer support to current and potential students
 - Manage a caseload of students and tracked document submission
 - Doubled the established goal for new enrollments in the past 5 months

COX COMMUNICATIONS INC; Las Vegas, NV

Customer Experience Agent

2020 - 2022

-
- Manage/address up to 70 incoming customer relations calls per day.
 - Perform as product expert coaching 16 team members on all policies and procedures.
 - Resolve billing, payments, pricing, products, and service issues with customers.
 - Achieved a perfect scorecard for monthly sales, escalations, and customer retention.

AFFORDABLE LAWN MAINTENANCE; Las Vegas, NV

Office Coordinator

2018 - 2019

-
- Provided extensive customer service handling incoming customer calls; wrote estimates and secured up to 5 new commercial and residential customers per day.
 - Supervised, motivated, and coached 20 office staff and labor personnel.
 - Managed billing and collection of up to \$80,000 in revenue per month.

LNS AIR CONDITIONING and HEATING; Las Vegas, NV

Billing Coordinator

2016 - 2018

-
- Managed billing, payments, account balances, and front office operations.
 - Developed and implemented a more efficient computer database management system.
 - Collected up to \$200,000 monthly within 30 days of invoice; 97.3% customer approval.
-

FORMAL EDUCATION

The UNIVERSITY of PHOENIX

A.S. Degree in Business Administration

The UNIVERSITY of PHOENIX

B.S. Degree in Communication

GRAND CANYON UNIVERSITY - Ongoing

M.A in Communication

P: 702 - 957 3502

E: chynaj1994@gmail.com
