



DEVON OKAFOR

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PROFILE

Recent graduate with 2 years of part-time retail and front-desk experience looking to start a full-time customer service representative role. Comfortable on phones, in live chat, and with point-of-sale systems. Calm under pressure and used to working a fast queue during peak hours.

KEY SKILLS

- Phone and live chat support
- Dentrrix and basic CRM tools
- POS systems (Square, Lightspeed)
- Microsoft Office and Google Workspace
- Active listening
- Conflict resolution
- Appointment scheduling
- Cash handling

PROFESSIONAL EXPERIENCE

Front Desk Associate

Riverbend Family Dental, Columbus, OH | March 2023 - Present

- Greet 60-80 patients per day, confirm insurance details, and schedule follow-up visits in Dentrrix
- Field 30+ phone calls daily for appointment changes, billing questions, and new-patient intake
- Reduced no-show rate by sending personalized reminder texts the night before appointments, saving the office an estimated \$2,400 per month in lost chair time
- Resolve insurance pre-auth questions by calling carriers directly and explaining outcomes to patients in plain language

Sales Associate

Maple & Stone Home Goods, Columbus, OH | June 2021 - November 2023

- Worked register and customer service desk during weekend shifts, processing returns and price adjustments
- Handled an average of 40-50 transactions per shift with zero till variance over the final 6 months
- Helped customers locate items, place special orders, and follow up by phone when stock arrived

EDUCATION

Bachelor of Arts in Communication

The Ohio State University, | | October 2023

Coursera (Knowledge Accelerators)

Customer Service Fundamentals, | | August 2024