



Akacia Howell

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PROFESSIONAL SUMMARY

Professional mentoring expert prepared for impactful student support roles. Extensive experience in guiding students toward academic and personal success. Valued team collaborator known for adaptability and achieving significant results.

Compassionate and solutions-oriented Customer Service Representative with 2+ years of experience in banking, healthcare, and e-commerce. Skilled in account management, problem resolution, and digital support tools. Recognized for delivering efficient, friendly service and consistently achieving high customer satisfaction.

SKILLS

- Academic advising
- Transaction processing
- Computer skills
- Microsoft office
- Banking software
- Community relations
- Customer service
- Problem resolution

WORK HISTORY

STUDENT MENTOR

09/2024 to CURRENT

Mercer County Community College | Trenton, NJ

- Assisted students in understanding academic material through one-on-one mentoring sessions.
- Facilitated study groups to enhance collaborative learning and problem-solving skills among peers.
- Developed personalized learning plans tailored to individual student needs and goals.
- Provided constructive feedback on assignments to improve student performance and confidence.
- Communicated regularly with faculty to align mentorship efforts with course objectives.
- Monitored progress of mentees, adjusting support strategies based on evolving needs and challenges.

CUSTOMER SERVICE REPRESENTATIVE

10/2023 to 12/2023

Alorica | St. Andrew Jamaica

- Delivered exceptional customer support by handling inquiries via phone, chat, and email regarding orders, deliveries, and account issues.

- Resolved customer complaints by processing refunds, replacements, and adjustments to ensure satisfaction.
- Assisted customers with technical support for Amazon website, mobile app, and Kindle/Prime services.
- Managed orders including tracking shipments, updating details, and coordinating returns or cancellations.
- Promoted Amazon Prime and other membership benefits by explaining features and value to customers.

BANKING CUSTOMER SERVICE REPRESENTATIVE

03/2022 to 07/2023

Conduent | Kingston, Jamaica

- Assisted customers with account inquiries and transaction processing to enhance service satisfaction.
- Resolved customer issues efficiently, ensuring compliance with banking policies and procedures.
- Monitored daily transactions to identify discrepancies, implementing corrective actions as necessary for accuracy.
- Assisted in fraud prevention efforts by closely monitoring customer accounts and reporting suspicious activity as required.
- Assisted customers in navigating online banking platforms, improving their overall digital banking experience.

EDUCATION

Bachelor of Science | Cyber Security Rider University, Trenton, NJ

EXPECTED IN 01/2028

High School Diploma

08/2021

St. Catherine High School, St. Catherine, Jamaica

- Key Club Member
- Participated in community service projects, fundraising events, and volunteer initiatives to support local and global causes.
- Developed leadership, teamwork, and communication skills through organized service activities.
- Collaborated with peers and community organizations to promote civic engagement and school involvement.
- Supported charitable efforts such as food drives, environmental clean-ups, and service campaigns.

Associate of Science | Computer Science Mercer County Community College, Trenton, NJ

EXPECTED IN 12/2025

LANGUAGES

English

Full Professional