

SAMIRA EDWARDS

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PROFILE

Experienced and resourceful customer service and sales professional with over 20 years of experience. I have a proven track record for exceeding monthly and annual business goals, with expertise in day-to-day customer service and interactions with customers. Highly proficient in working in call center environments, assisting customers on a professional level via telephone. Highly skilled in maintaining strong customer relations and retention.

TECHNICAL TRAINING & PROFESSIONAL SKILLS

- Marketing Tactics
 - Business Management
 - Staff Training & Development
 - Cost Reduction
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EDUCATION

BioManufacturing — BioConnect DE, Newark, DE
Certificate of Completion

Jul. 2025

Culinary Arts & Hospitality Management — Community College of Philadelphia, Philadelphia, PA

WORK EXPERIENCE

MsRedVelvet's Mobile Treats LLC — Philadelphia, PA
Food Truck Owner & Operator

Jul. 2020 – Present

- Prepared a variety of food items according to customer orders or baking recipes.
- Maintained sanitation, health and safety standards in work areas on food truck.
- Cleaned food truck equipment and surfaces, including ovens and other cooking equipment.
- Ensured that all food items were prepared according to company specifications and recipes.
- Adhered to all applicable health department regulations concerning sanitation storage and preparation of food products.
- Maintained safe working environment by adhering to all safety policies and procedures set forth by the company.
- Sanitized workstation at end of shift to prevent food borne illnesses.

Amazon — New Castle, DE

Oct. 2022 – Oct. 2025

Seasonal Warehouse Associate Lead

- Packed products in accordance with specified instructions.
- Wrapped items securely using appropriate packing materials.
- Organized inventory in the warehouse according to established procedures.
- Inspected packages for accuracy and completeness before shipping.
- Collaborated with colleagues from other departments in order to coordinate efficient workflow processes.

Wawa— Wilmington, DE

Jul. 2024 – Aug. 2025

Team Supervisor

- Supervised daily store operations to ensure efficiency, safety, and excellent customer service.
- Trained, coached, and motivated team members to achieve performance and sales goals.
- Managed cash handling, deposits, and register accuracy during opening and closing shifts.
- Maintained inventory levels, verified deliveries, and ensured proper product rotation.
- Oversaw food preparation and upheld strict quality, safety, and sanitation standards.
- Resolved customer concerns promptly and professionally to ensure satisfaction and loyalty.
- Supported store management in achieving sales targets, labor goals, and operational excellence.
- Promoted teamwork and a positive work environment aligned with Wawa's core values.
- Executed merchandising and promotional initiatives to drive sales and customer engagement.

CNO Financial Services — Philadelphia, PA

Sept. 2015 – May 2018

Insurance Telesales Agent

- Insurance Agent in call center responsible for the solicitation and selling of life insurance to prospective leads provided.
- Weekly and monthly sales quotas required to meet company goals.
- Spoke with clients daily and took up to 80-100 leads per day to generate daily and monthly revenue on outbound calling Que.
- Responsible for receiving inbound calls of current and prospective customers, answering any inquiries and assisting with building a life insurance policy that meets customer's needs.

Wachovia Bank — Philadelphia, PA

Feb. 2009 – Apr. 2010

Accounts Receivable Specialist

- Managed business collection active accounts, responsible for making/taking inbound and outbound calls to delinquent bank account holders.
- Managed large portfolio of past due accounts in range from 30 days-190 days and charge offs.
- Assisted customers with payment arrangements for bringing accounts current, resolved all delinquency issues, and performed skip tracing tasks and monitoring of all high-risk accounts.

Verizon Communications — Robbinsville, PA

Jun. 2006 – Dec. 2007

Consultant

- Managed business collection active accounts, responsible for making/taking inbound and outbound calls to delinquent bank account holders.
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