

# Khallid Lewis

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[www.khallidportfolio.com](http://www.khallidportfolio.com)

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Motivated and resourceful professional with proven strengths in verbal and written communications. Quick to learn new skills and procedures and always willing to take on new challenges. Extraordinary work ethic and large potential for growth. Eager to utilize creative strengths and interest in graphic design, marketing, and PR.

## SKILLS

Social Media Account Oversight | Team Leadership | Marketing Strategies | Inventory Control  
Graphic Design | Database Administration | Verbal and Written Communications | Customer Service

## PROFESSIONAL EXPERIENCE

### Community Planning Analyst Intern

**T-MOBILE**, Richmond, VA

March 2023 - October 2023

- Fulfill scheduling requests using Verint such as flex times adjustments and unscheduled time off
- Analyze weekly changes in productivity for frontline teams and report directly to team leadership
- Utilize internal systems such as Egain, Samson and Excel to complete daily tasks
- Update training module scheduling goals daily through Excel
- Collaborate with leadership groups to effectively support frontline experts

### Account Expert

**T-MOBILE**, Richmond, VA

March 2021 - Present

- Provides exceptional customer experiences servicing 30-40 customers in the NY market daily
- Produced a monthly average revenue of \$3850 through actively adding additional lines of services
- Displayed flexibility in working in both home and in site environments

### Inbound Team Member

**AMAZON.COM SERVICES, LLC**, Petersburg, VA

December 2020 - March 2021

- Unloaded and downstacked large products on inbound docs to be prepared for stowing process
- Assisted with virtual receiving of products to maintain an accurate count of inventory
- Efficiently stored products to be quickly accessible for outbound processing and shipping

### Associate Account Representative

**AMICA MUTUAL INSURANCE**, Richmond, VA

September 2018 - October 2020

- Cross-sold lines of business in personal auto, home, umbrella, and marine policies across three states.
- Served as subject matter expert for internal sales systems and client/policy databases.
- Worked in cross-functional teams to complete both internal and external projects.
- Increased Amica's Virginia auto and homeowner's segment 1 and 2 book of business by 12.5%
- Ranked highly as an associate account rep country wide within the top 21%

## EDUCATION

**Bachelor of Science in Communications**, 2017

Old Dominion University, Norfolk, VA