

Alexis Taylor

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PROFESSIONAL SUMMARY

Customer-focused professional with **10+ years of customer service experience**, **8+ years of administrative and operations support**, and **6 years of account management experience** delivering exceptional service across phone, email, live chat, and in-person channels. Experienced in resolving complex customer issues, managing confidential information, troubleshooting software and technical problems, and supporting fast-paced business operations.

In addition to my professional experience, I have **3 years of game testing experience with G.Round**, evaluating gameplay, identifying bugs, documenting usability issues, and providing detailed feedback to improve player experiences. I bring strong analytical skills, exceptional attention to detail, technical aptitude, and a genuine passion for gaming and digital platforms. Known for remaining calm under pressure, learning new systems quickly, and building positive customer relationships while consistently delivering high-quality support.

CORE QUALIFICATIONS

- Customer Support (Phone, Email & Live Chat)
 - Account Management
 - Technical Troubleshooting
 - Administrative Operations
 - SaaS Platforms
 - Software Configuration
 - Graphic Design
 - Documentation & Reporting
 - Account Investigations
 - Website Administration
 - Social Media Management
 - Data Entry
 - Attention to Detail
 - Team Collaboration
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PROFESSIONAL EXPERIENCE

Game Tester (Remote)

G.Round

2023 – Present

- Test pre-release and live video games across multiple genres and platforms.
 - Identify bugs, gameplay issues, UI/UX concerns, and software defects.
 - Submit detailed written reports and actionable feedback to development teams.
 - Evaluate overall player experience and recommend gameplay improvements.
 - Collaborate with testing communities to improve product quality.
 - Develop exceptional analytical, documentation, and troubleshooting skills.
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Administrative Assistant / Marketing Coordinator

Discount Fence

November 2022 – April 2024

- Delivered customer support via phone, email, chat, and in person.
 - Managed owner calendars, scheduling, and daily operations.
 - Configured and implemented SaaS software solutions while training staff.
 - Maintained company website and digital marketing campaigns.
 - Created graphics and marketing content for web and social media.
 - Coordinated advertising campaigns and customer communications.
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Office Administrator

Augusta Lawn Care Services

January 2022 – November 2023

- Supported operations for 15 franchise owners.
- Managed calendars, meetings, travel arrangements, and confidential records.
- Delivered outstanding customer service through phone, email, and chat.
- Prepared reports, presentations, and business correspondence.
- Maintained organized documentation and administrative workflows.

Remote Customer Service Representative

Arise (Carnival Cruise Lines)

October 2018 – November 2021

- Delivered remote customer support through phone, email, and live chat.
 - Assisted customers with reservations, account questions, and service issues.
 - Resolved concerns quickly while maintaining high customer satisfaction.
 - Worked independently in a fast-paced remote environment.
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Lead Caregiver

Orchard Park Assisted Living

September 2020 – January 2022

- Supervised caregiving staff and coordinated scheduling.
 - Maintained confidential resident records.
 - Communicated with nurses, families, and management.
 - Responded quickly to emergencies and resident needs.
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Customer Service Representative

Binion's Horseshoe Hotel & Casino

May 2013 – June 2016

- Assisted customers via phone, email, and live chat.
 - Resolved online reservation and account issues.
 - Troubleshoot website booking problems.
 - Delivered professional customer support in a high-volume hospitality environment.
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Office Administrator

Birmingham Dental Assistant School

February 2008 – October 2013

- Managed office operations and student records.
 - Scheduled classes and coordinated instructor calendars.
 - Maintained confidential documentation.
 - Provided customer service in person, by phone, and by email.
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Account Manager (B2B Sales)

Sterilite Corporation

May 2002 – January 2008

- Managed key business accounts and long-term customer relationships.
 - Negotiated contracts and pricing.
 - Resolved customer concerns and coordinated cross-functional support.
 - Identified growth opportunities while delivering outstanding customer service.
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TECHNICAL SKILLS

Microsoft Office Suite • Google Workspace • Salesforce • Shopify • WordPress •
Squarespace • GoDaddy • Adobe Creative Suite • Canva • QuickBooks • Slack • Asana •
HTML/CSS • SEO • Windows • macOS • Android • iOS • SaaS Software Configuration •
Software Troubleshooting • CRM Systems • Live Chat Platforms • GitHub • Visual
Studio Code

EDUCATION

Associate of Applied Science

Major: Business Administration

Minor: Computer Sciences

Auburn University

Volunteer Work

Real Change for Whatcom County

<http://realchangenews.org/>

Community Outreach/Graphic Designer/Webmaster Board of Directors 2018 - 2021

Sustainable connections

<http://www.sustainableconnections.org/>

Photography Intern, 2018 - 2020

References

Missy Lee (Ex-Employer) (425) 210-8558

Fred Schacht (Ex-Employer) (360) 303-2427

Christopher Bishop (Ex-Supervisor) (804) 931-2971