



GRACE

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

CUSTOMER SERVICE ASSOCIATE

PODS Moving & Storage | March 2022 – December 2025 (3 years, 10 months)

- Delivered high-volume customer support via phone, email, and chat by managing reservations, explaining services and policies, and resolving billing and scheduling concerns.

CUSTOMER SERVICE REPRESENTATIVE/FRAUD ANALYST

Equifax | 2013 – 2022 (9 years)

- Supported consumers with credit report inquiries, fraud disputes, and identity verification while ensuring compliance with FCRA standards and maintaining strict data accuracy and confidentiality.

SKILLS/AREAS OF EXPERTISE

- Customer Service Operations (CSR)
- Customer Retention
- Sales & Upselling Support
- Administrative Support
- Fraud Analysis

TECHNOLOGY

- Google Workspace
- Microsoft Office
- Salesforce
- Zoom

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