

PAYNE

✉ Gpayne00@yahoo.com

☎ 423-774-0421

SKILLS

- SKILLS & ABILITIES
- Word
- Excel
- Outlook 365
- Familiar with other programs utilized by The Georgia Department of Corrections
- (Scribe, Cactas, and Cmms Maintenance Program)

EDUCATION

JOHN HANCOCK ACADEMY, Payne
SPARTA, GA

High School Diploma

PROFESSIONAL SUMMARY

Passionate about promoting lasting customer satisfaction by delivering quality service and unparalleled support. Proficient in customer service best practices and related options. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

WORK HISTORY

WALKER STATE PRISON - ADMIN SUPPORT

01/2023 - Current

- Check counseling mailbox daily and mail distribute as needed
- Customer service - Assist with incoming calls by transferring to the proper department or answering any questions or concerns by callers
- Oversee Virtual Court if needed by connecting with Zoom or Web-x
- Software and equipment
- File paperwork for all offenders in their institutional file
- Run and distribute call outs and daily reports
- Enter all visitor information for Signification other forms for visitation
- Input grievances
- Pull and prepare all offender institutional files when the offender is transferring
- Organize files from intakes and make sure they are received
- Schedule interviews for intake offenders.

HAYS STATE PRISON - ADMIN SUPPORT

02/2019 - 12/2023

- Customer service - Assist with incoming calls by transferring to the proper department or answering any questions or concerns by callers
- Purchasing tools and supplies for the maintenance of the facility
- Purchasing tools and parts for the prison garage for preventive maintenance and repairs of the facilities vehicles
- Communicating by computer or phone with vendors regarding quotes and other related information such as invoices, PO's, specs on supplies, or tools
- Checking packing slips on packages to ensure all items are received
- Opening and closing Corrective and Preventive Maintenance facility work orders in the CMMS Program.

WALKER STATE PRISON - SUPPLY WAREHOUSE CLERK

11/2014 - 01/2019

- Cashiered at the Inmate Store, stocked, customer service, sorting, broke down product loads, received merchandise, maintained inventory, and processed invoices for payment
- Inventoried merchandise monthly to verify the accuracy of the information for billing
- I assisted in audits of financial data or records
- I entered data for Maintenance by opening and closing work orders in my free time from my other duties.

WALKER STATE PRISON - CORRECTIONAL OFFICER

11/2001 - 07/2010

- I was responsible for accountability of inmates to ensure safety of the Public and the Institution
- I was assigned as Key and Tool Officer (inventoried keys in the key control software program, replaced broken or damaged keys, etc)
- I was assigned as the Count Clerk (completed count paperwork to account for where inmates were and how many we had at any given time)
- I often worked in Inmate Laundry (inventoried inmate clothing, inventoried hygiene products and other supplies that are provided to inmates, completed monthly report and reordered clothing and supplies)
- I was the Disciplinary Report Investigator
- I worked in Inmate Intake
- I worked in the Control Room of the prison where I performed duties such as, Customer Service by answering the main phone to the prison and transferring calls to the proper department, answering radio calls, issuing, receiving and accountability of keys, radios, weapons, or other equipment
- I worked inmate visitation where I checked in visitors, escorted them to the visitation area, and answered any questions or concerns they may have had.