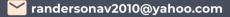


# ROBIN ANDERSON

# **CONTACT**





9111 Burnet Ave APT 80 North Hills, CA 91343

# **SKILLS**

- Administrative Skills
- Zoom
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Outlook
- Microsoft Excel
- Google Docs
- Adobe Acro
- Office Support
- Data Entry
- Interpersonal Skills
- Client Services
- Communication Skills
- Time Management
- Multitasking
- Organizational Skills
- Email and Phone Etiquette

## **EDUCATION**

 Opportunities For Learning Charter High School - 2012

## **AFFILIATIONS**

• WIA-Women in Animation

## PERSONAL DEVELOPMENT

 WIA Mentorship Circle- Inside Animation Casting

#### **CAREER SUMMARY**

Adaptable professional with 9+ years of customer service experience and a proven knowledge of client services, data entry, and customer communications.

# **EMPLOYMENT HISTORY**

#### **VIRTUAL SUPPORT TECHNICIAN**

Veritas Legal Services | Dec 2019-Mar 2020

- Onsite support representative there to ensure client experienced no technical errors during virtual deposition.
- Provided webcam & audio services for legal clients including connection set up and break down.
- Maintained and submitted documents for each virtual support session.

#### **FLIGHT ATTENDANT**

Southwest Airlines | Jul 2014 - Apr 2019

- Provided excellent customer service while ensuring the safety and well being of both passengers and flight crew.
- Documented all incidents reports, verifying weight & balance count and completed onboard sales transactions.
- Attended preflight briefings concerning weather, altitudes, routes, emergency procedures, team coordination, and client services.

#### **FLIGHT ATTENDANT**

Envoy Air (American Eagle) | Mar 2013 - Jun 2014

- Provided excellent customer service while ensuring the safety and well being of both passengers and flight crew.
- Maintained all weight & balance records, handled all sales transactions, and submitted incident reports & inventory sheets.

#### SALES REPRESENTATIVE

Hot Topic Inc | Sep 2011- Mar 2013

- Monitored customer satisfaction in all company products and services.
- Assisted in problem solving and brainstorming solutions to existing concerns.
- Processed sales transactions and coordinated with team to meet daily goals.