




ROBIN ANDERSON

CONTACT

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SKILLS

- Administrative Skills
- Zoom
- Microsoft Word
- Microsoft PowerPoint
- Microsoft Outlook
- Microsoft Excel
- Google Docs
- Adobe Acrobat
- 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.