

## INTRODUCTION

A self-motivated professional, with over 4 years of customer service experience and administration roles. Recognized for effective time management and multitasking leading to improved efficiency in the workplace. Learning new processes, procedures, and programs comes with ease. Possessing outstanding communication skills through demonstrating active listening, and focus on the resolution to any problem. Well versed in sales, leadership, and client service techniques.

## CORE COMPETENCIES & PROFESSIONAL VALUES

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|----------------------------|----------------------|--------------------------------|
| •Multitasking              | •Critical Thinking   | •Project Coordination          |
| •Online Business Marketing | •Conflict Resolution | •Sales Negotiation             |
| •Time Management           | •50 WPM              | •Web Based Interfaces          |
| •Detail Orientation        | •Workflow Delegation | •Account Management            |
| •Quality Assurance         | •Data Entry          | •MS Office Suite: Intermediate |

## EXPERIENCE

### California Marketing Group, 2016 – 2021

Customer Service Representative

- Updated magazine subscriptions with the clients over the phone
- assisted customers with questions and concerns
- Input data into database with 100% accuracy

### Private Home Health Aid, 2013 – 2016

Personal In Home Care Taker

- Administered medication as prescribed by the patient's Physician
- Organized and maintained client's calendar
- Escorted to all appointments

### Through The Storm Foundation, 2008 - 2013

Co-Founder & Director of Homes

- Pre and Post-launch foundation planning and organization
- Resourcing treatment locations, live in care homes or facilities, and establishing live in terms
- Video creation, online marketing, and records maintenance

### Leads 99, 2010 - 2013

Inside Sales – Client Services Associate

- Established and maintained relationships with key clients and accounts for lead generation services
- Inside Sales initiatives contacting current clients to offer new lead generation services, promotions, and rate plans
- Answered client questions regarding lead generation services offered, pricing, rate plans, and options
- Recruited new clientele through internal inquiries, referrals, and marketing strategies
- Maintained a personal portfolio of client accounts based on industry type and region
- Exceeded sales objectives, increased client base, and offered customer service with high level conflict resolution
- Maintained client data, account maintenance, contact preferences, and service agreements

### Charlotte Russe, 2009 – 2010

Retail Counter Supervisor

- Conflict resolution and escalated customer services in returns and customer satisfaction
- Staff training, coaching, evaluation, performance reports, shift scheduling, and task delegation
- Organized store inventory and displays, sale or promotional signage, event planning and staffing
- Store inspections for cleanliness, organization, safety compliancy
- Signed off on nightly cash audits, register receipts, D&D merchandise and returns, and LP Reports.

## EDUCATION

**Garfield High School, 1997**

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High School Diploma, graduated with honors