

## **Professional Profile**

I have extensive customer service experience working in fast-paced environments. Professionally, I have made educating customers and assisting them in order to meet their specific needs my top priority, leaving each customer with a positive experience at the end of every interaction. I am also adept in deescalating customers who are unhappy by listening first and then assisting them in finding a solution to their problem. I have a high aptitude for learning new skills and strive to find solutions in a timely manner.

## **Education**

### **Salt Lake Community College, Salt Lake City, UT (Fall 2010-Present)**

- 15 Credits completed

### **American River College, Sacramento, CA (Summer 2005-Winter 2006)**

- 23 credits completed

## **Employment**

### **Customer Solutions Agent 2, eBay, Draper, UT (8/3/2009-8/20/2010)**

- Respond and resolve inquiries from members via phone, email, and chat
- Provide one call resolution
- Provide education & explain policy changes
- Work with internal departments to resolve any issues
- Be an eBay advocate while maintaining member satisfaction
- Provide education & explain policy changes
- Follow through with promises and commitments to member of the community
- **Accomplishments:** 5 Kudos from members & 3 Shazam!'s.

### **Furniture Specialist, OfficeMax, Corvallis, OR (10/2/2007-9/5/09)**

- Manager on duty. Tasks include directing sales, customer service, stocking and cash handling, management of associates, and individualized customer assistance. Also responsible for sales, plan-o-gram setting, program updates and cleaning of furniture area.
- Provide coaching and motivation for associates in reference to customer service and task-specific activities, and provide disciplinary measures in reference to company policies and guidelines.
- Oversee the printing and distribution of the signage of the weekly ad.
- Provide support for store telephones, fax machines, and in-house software.
- **Accomplishments:** Top Seller of MaxAssurances.

### **Customer Service Rep., American Recovery Services, El Dorado Hills, CA (2/5/2007-9/7/2007)**

- Duties included receiving information from vehicle lien holders and transmitting information via computer, fax or telephone to OSA's.
- Responsible for account management, information management, moderation of information development, serving as a client and agent resource, and creation of a resolution driven environment.
- **Accomplishments:** Nissan Portfolio ARS Monthly Rep Champion July 2007, Nissan Portfolio ARS Daily Repo Champion July 2007, 2 Star Awards July 2007.

### **Computer Hardware/Software Support Technician, Self-Employed, Cool, CA (3/2005-3/2007)**

- Duties: Provided software troubleshooting and hardware upgrades for small business owners for computers and a variety of office equipment.

### **Customer Service Consultant, Gap Inc. Direct, Rocklin, CA (6/27/2005-9/14/2006)**

- Duties included deescalating calls, making judgments for appeasements of customers, taking calls to place orders, knowledge of products. Worked on birthday committee.

- Created and produced a “Featured Item” Excel spreadsheet that was updated bi-weekly and put on the company Intranet which serviced 700 employees to provide better service to the customer. Produced a newsletter providing the notes for Team Bales.
- **Accomplishments:** 6 “A Round of Applause” Awards.

**Electronics Sales Associate, OfficeMax, Roseville, CA (7/16/2001-2/22/2003)**

- Duties included sales, customer service, stocking and running the cash register when needed. Provided support for store telephones, fax machines, and in-house software.
- Completed floor supervisor training and attended conventions for new software releases.
- **Accomplishments:** Employee of the Month July 2002.

**Volunteer Experience:** District Leader and Missionary, Church of Jesus Christ of Latter-day Saints, Boston, MA. Duties included proselyting ministry and conducting individual and group presentations on church beliefs. Conducted daily supervision of other missionaries and led weekly district meetings. Volunteered for various organizations including American Red Cross, City Libraries, etc. (2/03-3/05)