

Katherine Albright

Customer service representative - Intellisource for Crocs Inc

Thornton, CO

katherine.albright92@gmail.com - (719)-221-0381

My objective for this position is to obtain a job that allows me to expand my skills and for long term growth.

WORK EXPERIENCE

Customer service representative

Intellisource for Crocs Inc - June 2014 to Present

Assist customers with product related issues via phone, email, and chat

Care Attendant

Private Home Health Care - May 2013 to November 2014

Provide physical care and assistance, maintain records, assist with meal preparation

Sales Associate

Walmart - October 2013 to May 2014

Assist customers, complete daily assigned tasks, restock and order products

Operating Room Assistant

Exempla Good Samaritan Hospital - May 2012 to October 2013

Clean OR's between cases, terminal clean after all cases complete, transport patients to PreOp, assist nurses, pull supplies for cases, set up rooms for cases.

Receptionist

Mount Princeton Chocolate - Buena Vista, CO - January 2008 to January 2011

Greeted and assisted customers, processed sales, stocked products, placed orders, kept up a clean working environment

EDUCATION

Certified Nursing Assistant

Pima Medical Institute - Denver, CO

2013

High School Diploma

Buena Vista High School - Buena Vista, CO

A.S.

Front Range Community College - Fort Collins, CO

SKILLS

- Well spoken
- Accurate, efficient, and detail-oriented.

- Strong written and oral communication skills.
- Effective in assisting others with their needs
- Experienced in Microsoft Word, Excel, and Power Point
- Advanced customer service skills and high conflict resolution
- Familiar with Salesforce, JD Enterprice One, SAP
- Can type 40-45 WPM