

Andrea Darlene Anderson

5578 east 111th drive Thornton , Colorado 80233
303-521-2654
andreanoaroeemmich@outlook.com

EXPERIENCE

Customer Service Representative and Receptionist, Scotts Painting, Colorado 2006-2013

Providing information on cost and area to both customer and laborers
Faxing and emailing bid proposals as well as needed customer information
Loading and unloading materials
Clean up for the job sites

Customer Service Representative, Dish Network, Colorado 2013-2013 Technical calls and billing calls

Providing understanding of billing or the trouble shooting steps needed to fix the customers issue
Offering new sells and providing friendly customer service

Customer Service Representative, IBM, Colorado 2011-2013 Technical phone calls walking customers through steps to fix their iPhone Billing questions Lost or stolen products and covering their type of protection plan Up selling products and new lines

Customer Service Manager, Babies R Us, Colorado 2009 2011 Closing registers and making sure appropriate reports are printed Assisting customers to find products and making suggestions Returns and restock of good product

Customer Service Representative, Valero, Colorado 2010-2012 Operates cash register to itemize and total customer's purchases Collects cash, check or charge payment from customers and makes change for cash transaction Stock shelves and marks prices on items and assist with the removal of outdated products Records daily transaction amounts from cash register to balance cash drawer

Responsible for daily inventory including, Cigarettes and lottery sales
Assists with training of new hires to ensure positive individuals become members of Valero's and ensure excellent customer service

Customer Service Representative, Ross Dress For Less, Colorado 2010- 2011

Helps maintain clean and presentable environment including stocking
Operates cash registers to itemize and total customer's purchases
Collects cash, check or charge payment from customers and makes change for cash transaction

Customer Service Representative, Walmart, Colorado 2009-2010

Assist customers with needs to find supplies
Stocks inventory as well as making sure placements are correct with product
Operates registers and deals with closing out drawers
Collects cash, check or charge payment from customers and makes change for cash transaction
Marks prices on items and assist with the removal of outdated products

EDUCATION

Horizon High School 2007-1009

LeMars Community High School 2009-2010

High School diploma 2010

SKILLS

I am an energetic self-starter with excellent organizational and creative skills, I am highly motivated and eager to learn. With my unique mix of skills, I have a gift for fast paced environments and customer service. I am always seeking a challenge and I am committed to my working relationships with clients and staff members. I am detail oriented and knowledgeable in Microsoft Word and Excel.

References Available Upon Request