

# Samantha Brand

Longmont, CO

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Skilled in clean room lamination with strong background in circuit board manufacturing. Quickly masters new processes, technologies and machinery. Self-motivated in-bound call customer service representative experienced in speaking to customers on the phone, working with Excel, and Microsoft office. Strong organizational skills with close attention to detail.

## WORK EXPERIENCE

### **quality assurance**

Circle graphics - Longmont, CO - January 2014 to Present

#### Responsibilities

Design and executive test plans on computer applications.

Record and document results and compare to expected results.

Detect product failures so that defects may be discovered and corrected.

Generate historical analysis of test results.

Document anomalies and issues.

Maintain database of software defects.

Provide application instructions for users.

Perform reviews, walkthroughs, or inspections.

#### Skills Used

Excel

Microsoft

Outlook

Quality

Cleanliness

Attention to detail

Customer service

SOP reformatting

### **Inbound Customer Service Representative**

Otterbox - Longmont, CO - June 2013 to October 2013

Built rapport with customers by greeting them in a courteous, friendly, and professional manners using procedures learned during new-hire training.

Use decision-support computer software programs to respond to common customer work/service order inquiries and requests.

Ensured that customers understand product information, and were able to provide additional information to customers as needed.

Listened attentively to customer's needs and concerns; demonstrated empathy.

Prepared complete and accurate work and updated customer files

### **Clean Room Lamination**

DDi - Littleton, CO - August 2011 to January 2012

Set up and performed hand and automatic assembly operations on lamination machines.

Assembled components with hand and power tools.

Assessed work for errors or compliance issues and made corrections and modifications when necessary.

Cleaned and finished lamination assembly using hand or power tools. Lubricated and wiped machines, tools and workplace to maintain safety and cleanliness.

Improved knowledge and productivity through continuous education and learning from foreman and senior assemblers.

Accomplishments:

- Component safety requirements for printed wiring boards for use as components in devices or appliances.
- Testing analyzes characteristics such as flammability, maximum operating temperature, electrical tracking, heat deflection, and direct support of live electrical parts.

August 2011 to January 2012

## EDUCATION

### **G.E.D.**

Front Range Community College  
2011

## SKILLS

- Expert in safety rules and operation • Accuracy • Machining familiarity • Lamination • Microsoft Office • Excel • Demandware • Filing paperwork • Purging film • Some solder mask
- Expert in safety rules and operation • Accuracy • Machining familiarity • Lamination • Microsoft Office • Excel • Demandware • Filing paperwork • Purging film • Some solder mask • SOP reformatting • Cleanliness • Eye for small details • Customer service • Inbound call reception • Empathy • Data entry