

# Adrianna Cohen

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[Adrianna Cohen](#)



I want to leverage my multiple years of curriculum development, process writing, and facilitating to ultimately obtain a position in customer service.

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## Skills

- Proficient in Salesforce/CRM
- Proficient in Microsoft Office Suite
- Excellent Project Management
- Time Management
- Certified in Adult Learning
- Six Sigma- Green Belt Certified
- Management Skills
- Conflict Resolution
- Excellent Problem Solving
- Exceptional multi-tasking
- Knowledgeable of Kirk Patrick Theory
- Vast Travel Industry Knowledge
- CPI Compliance Knowledge

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## Experience

AUGUST 2015 - CURRENT

### **Training & Development Specialist /** Qualfon, Fort Collins

Designed, developed, and facilitated new hire and recurrent process training for a Fortune 500 Company Concierge Service. Analyzed training procedures and reduced overall time to competency. Improved quality modules and increased quality scores floor wide. Temporary supervisor while new hires are in training, POC for payroll, corrective actions, and coachings.

AUGUST 2012- AUGUST 2015

### **Customer Service Representative /** Qualfon, Fort Collins

Provided excellent customer service for multiple departments. Became a subject matter expert in a variety of skills/fields. Managed quality communication, customer support, and product representation.

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## Education

AUGUST 2016- CURRENT

## **Culinary and Hospitality Management /** Front Range Community College, Fort Collins

Completed several college courses that are focused on hospitality, business, and development. I have attended many Larimer Small Business Development seminars.

DECEMBER 2011

## **High School /** Poudre High School

While in high school, I made an effort to immerse myself in the business world. I had participated in multiple business related projects and competed at a DECA sponsored competition.

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## **Activities**

I am a member of the Fort Collins Figure Skating Club and I volunteer/participate in the many community events. I also work for RJ's Amazing Entertainment as an entertainer, my role is to go to children's birthday parties or events dressed as a princess. I participate in the many clubs at work such as yoga club, health club, and career development.