

# Alek Gerstenberg

Denver, CO

[alekgerstenberg9\\_du7@indeedemail.com](mailto:alekgerstenberg9_du7@indeedemail.com)

484 951 9233

## Work Experience

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### **Customer Service Representative**

American Auto Shield - Denver, CO

August 2020 to December 2020

In this customer service position my primary duties included: interacting directly with contract holders and repair facilities to accurately retrieve documents or relay information to/from the claims adjuster, determine or explain coverage, file new claims, update the database or claim and review the work of my peers for accuracy. Some challenges of this role included assisting contract holders who were sold contracts through our vendors in which they did not understand, this led to issues on coverage expectations as well as public perception. The best solution to this issue was to be an advocate for the contract holder by explaining the contract and sending them a digital copy directly to reference. This helped them understand what they pay for and how to properly utilize their contract.

### **Uber Driver**

Uber Partner Drivers - Allentown, PA

April 2018 to August 2020

I found employment through Uber as a ride share driver and food delivery driver beginning in April of 2018, this was not a primary source of employment until July of 2019, where I required a flexible schedule to be of assistance to my family in my home state of Pennsylvania. Most recently, this gig has allowed me to continue working during the covid19 pandemic when many others were forced out of a job. I found this gig rewarding as I have been providing an essential service to those who needed food delivery as well as rides to their destinations. I take pride in my ability to offer a clean and sanitary ride or delivery with a friendly attitude and safety and mindfulness at the forefront of my service.

I found this gig to offer so much in terms of interacting with different types of people, hearing their stories and offering a positive attitude in a challenging time. While this job does have its own set of risks, I feel grateful to provide this service.

### **Customer Service Representative**

Press One Customer Care - Fort Collins, CO

March 2019 to June 2019

Received and managed incoming calls for a newspaper client based in Dallas TX. The primary goals were to provide superior customer care, assist with billing, and maintain customer retention. Often being the first point of contact for customers in need, it was important that I could de-escalate a negative situation, be a good listener, and develop a resolution on the spot to protect the business for our client. Required exceptional listening and problem solving skills. Was rewarded for exceptional retention rates accomplished in just one phone call.

## **Machine Operator/Assembler**

Parkway Products - Fort Collins, CO

October 2018 to February 2019

Responsibilities included operating machinery that produced parts for the medical industry, firearms industry and several other commercial parts. I took on additional duties to assist the company in meeting daily goals such as examining parts for quality, completing paperwork, and boxing. Was well trained in the use of many types of instruments and components of the machinery. I also assisted in training new operators. Consistently met daily and weekly goals to meet company initiatives and deadlines.

## **Administrative Assistant**

AE Logistics - Allentown, PA

2012 to 2018

Reported directly to CEO/Owner providing support in the day to day operation, dispatch of drivers, load management and booking, sales, customer service, accounts payable and receivables. Was mentored by leadership for career growth.

## **Telephone Interviewer**

SSRS - Allentown, PA

March 2013 to March 2015

Make outbound calls to potential respondents of market research studies including polls from American Spirit, Camel, The Department of Passport Services, CBS News and New York times, as well as many other clients with specific studies.

## Education

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### **High school or equivalent**

Nazareth Area High School

2008 to 2012

## Skills

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- Administrative Assistant (6 years)
- Data Entry (7 years)
- Shipping & Receiving (5 years)
- Customer Service (10+ years)
- Excel (6 years)
- CSR
- Customer Support
- Customer Care
- Call Center
- SSRS
- Market Research
- Live Chat (3 years)
- 10 Key Calculator

- Organizational Skills
- Computer Skills
- Microsoft Office
- Google Docs
- Typing
- Data Entry
- Leadership Experience
- Management Experience
- Writing Skills
- Communications
- Order Entry
- Dispatch
- G Suite (3 years)
- Supply Chain Experience
- Clerical Experience (8 years)