

Alexus Gilmore

Sales Rep

Fort Collins, CO

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Authorized to work in the US for any employer

Work Experience

Warehouse Associate

Amazon - Thornton, CO

August 2021 to Present

I work several jobs within Amazon to get the products out to customers. Including packing the boxes with product.

Houseman night

Crestline Hotels & Resorts - Fort Collins, CO

January 2020 to September 2020

Night Houseman helps with all guest and front desk request. Including emergency cleanings for unexpected guest. Clean all level hallways and elevators. I had to pass special training due to COVID to keep the public spaces cleaned on a schedule. Unfortunately due to COVID I was laid off and had to claim unemployment until Amazon graciously hired me.

Call center/ Catering Server

Press-One/otterbox/Marriot - Fort Collins, CO

November 2018 to December 2019

I work with Elwood Staffing between 11/18-12/19.

Press-One newspaper based in Texas, and a toy company Kiwi Co. New customer set ups mostly fixing current subscribers orders and deescalating customers.

Otterbox I handled claims for broken phone cases and sales.

Marriott I helped with several positions to get more hours (Houseman, laundry, catering serving)

Collector

CollectionCenterInc

December 2017 to March 2018

Technical Support

Teletech - Greeley, CO

January 2016 to July 2016

I

had to pass the state licensing test to work for the company I have my licenses for 3 years in 17 states Property And Casualty Licensed insurance agent in 17 states!

Technical Support

Chat Representative

Afni - Evans, CO

February 2014 to April 2015

Responsibilities

I chat with customers who need to get into their Verizon online account.

Accomplishments

I learned about being flexible to every customers background and moods. If you word things to make yourself

seem the hero, you are their hero.

Skills Used

Good customer service, with great survey amount and ratings.

Call Center Representative

Afni - Evans, CO

September 2013 to February 2014

Responsibilities

Verizon customer care, we helped with any phone issues or customers had.

Accomplishments

Great surveys on my calls (: that was how we were judged on our calls.

Skills Used

Relating to customers on their issues, and assurance that I could help.

Sales Associate

Forever - Humble, TX

July 2012 to January 2013

Responsibilities

My time working there wasn't easy but they always kept us on our feet talking and helping customers with their questions.

I worked as mainly a greeter to customers who came into the store. Of course I was to keep my section as clean as possible. And talk with customers about future/present sale, help on the merchandise. and directions.

Accomplishments

Helped me work on my one on one customer service skills, and better at putting my words together to better

direct them.

Skills Used

A great smile they put me at the front of the store because the way I approached and greeted them. If your

going to work might as well smile and enjoy it.

Education

High school or equivalent in Insurance- Property and Casualty

Pearson Education Center - Greeley, CO

2016 to 2016

High school or equivalent

Stars High School - Waco, TX

2012 to 2012

Skills

- Customer Service
- Customer Care
- Call Center
- Customer Support
- CSR

Assessments

Call Center Customer Service — Proficient

October 2019

Applying customer service skills in a call center setting.

Full results: [Proficient](#)

Conscientiousness — Proficient

December 2019

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: [Proficient](#)

Reliability — Expert

February 2020

Measures a candidate's tendency to be dependable and come to work.

Full results: [Expert](#)

Administrative Assistant — Highly Proficient

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

Retail Customer Service — Highly Proficient

February 2020

Comprehending and responding to retail customer needs.

Full results: [Highly Proficient](#)

Personality: Hard-Working — Highly Proficient

March 2020

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.