

Alicia DeHerrera

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EXPERIENCE

Amazon, Thornton/Denver — Customer Experience Associate 2024 Stow Associate 2022, Pack Associate 2020

Dec. 2020 - PRESENT

Gaining experience and knowledge throughout the Amazon warehouse process. From entry level in pack-sending orders on their final route through building to fulfill 2 hour delivery. Packed to amazon standard, use of tape machine, computer screen, scanner. Stow associates stock products to be available online to order. Uses of box cutter, computer screen and hand scanner. CXO, customer experience- My current role I moved into is front and center helping our customers return products in an easy and quick manner. All roles are little to no supervision, able to problem solve and stand for the majority of shifts. Forklift/ pallet jack certified.

Marriott Hotels / Residence Inn Golden,CO— Front Desk Associate

June 2017 - December 2020

Being the face of the company by providing efficient customer service to all guests, vendors and employees. Main duties include, working with the team in all parts of the hotel, (housekeeping, maintenance, restaurant staff, etc.) to make sure it is up to standard. Checking in guests, managing any requests, questions or concerns for the duration of the stay. Checking out guests, updating housekeeping on clean/dirty or out of order rooms. Charge credit cards accordingly. Confidence and knowledge of how to handle and resolve issues when working alone. How to escalate issues to the right department. In addition other duties included, keeping the front area clean, passing along any mail or vendor deliveries, and checking all data or reports for accuracy. Pass along shift notes and follow daily checklist

Speedy Cash Denver,CO- Loan Processor

January 2015-June 2017

As a loan processor for speedy cash, we educate our customers on all financial services such as payday loans, cash checks, send money internationally or pay bills. Processors have to have high attention to

SKILLS

Microsoft, Teams, etc.

Phone Etiquette

Multi-phone lines

Data Entry

Cash Handling

Forklift/ Pallet jack certified

Problem Solve

LANGUAGES

English

detail and work safest practices as we handle important documents, such as ID, social or birth certificate and or pay stubs regarding work. With the help of a detailed system, once information is gathered and input into the system the customer can be informed of qualification of loan. Other duties included counting/balancing the drawer and safe. Print and complete all reports at start and end of shift. Escalate issues to manager.