



ALONDRA PACHECO

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Summary

Dedicated Customer Service Specialist providing skills to prioritize and multi-task in fast-paced working environment. Successfully works as part of team to reach personal and business goals. Known for successfully handling escalated customer support issues.

Skills

- Payment Processing
- Inventory Control
- Spreadsheet tracking
- File Management
- Fluent in English and Spanish
- Proficient in Excel, Word, & Powerpoint

Experience

Central Park Cleaning | Denver, CO
Customer Service Coordinator
01/2024 - Current

- Coordinated customer service activities, including responding to inquiries, resolving complaints, and providing product information.
- Managed high call volumes with exceptional professionalism, ensuring minimal wait times for customers.
- Enhanced customer satisfaction by addressing and resolving complaints in a timely manner.
- Created weekly schedules for staff members to ensure proper coverage in all areas.
- Conducted regular inspections of all areas to ensure that standards are met and maintained.

Maria Empanada | Aurora, CO
Shift Leader
01/2019 - 01/2022

- Maintained an organized work environment by delegating tasks to staff as needed.
- Verified that cash drawers contained correct amounts of money during opening and closing shifts.
- Managed inventory levels by monitoring stock levels, ordering supplies when necessary, and ensuring product quality was up to standard prior to use or sale.
- Mentored and coached staff by giving employees suggestions and feedback to improve job performance.
- Assisted general manager with operations game plan and company initiatives implementation.

Education and Training

Gateway High School | Aurora, CO
High School Diploma
05/2020