

Ana Hanson

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Seeking a team environment to contribute my skills in customer service to ensure excellent customer experiences

Authorized to work in the US for any employer

Work Experience

Production Worker

Carefree of Colorado - Broomfield, CO

December 2020 to August 2021

- Assembling products and parts.
- Learned and operated several different machines
- Worked successfully as a member of a team
- Instruct and train new employees
- Clean production area and meet safety standards

Customer Service Representative

Paradies Lagardère Travel Retail

December 2014 to December 2020

- Retail Sales Representative of the Year for 2017.
- Maintain store shelf standards and inventory, including rotation of products.
- Assist in the training and development of staff members on company policy, procedures, and sales tactics.
- Manage high volumes of customers, in a fast-paced environment while maintaining company standards with efficiency, accuracy, and consistency.
- Balance up to \$7000 in cash register with accuracy and with great detail.
- Meet and often exceed 100% of the sales goals set each month.

Customer Service Representative

Hudson Group

November 2007 to November 2014

- Conducted all aspects of financial transactions including POS, refunds and price adjustment.
- Offered product suggestions when engaged with customers and up-sold when appropriate.
- Resolved minor customer complaints and concerns in an effective, customer supportive manner.
- Processed cash and credit transactions with emphasis on maintaining a balanced drawer.
- Provide excellent customer service while coaching and training new associates in effective retail sales and communication techniques.
- Ensured proper merchandise presentation was maintained in accordance with company standards.

Education

Bachelor's in Communications

Jorge Tadeo Lozano - Bogota

January 1978 to May 1982

Skills

- Self-motivated and highly organized
- Effective communicator and team player
- Detail oriented and great time management
- Bilingual (English & Spanish) (10+ years)
- Quick thinker
- Dependable
- Retail Sales
- Upselling
- Sales
- Host/Hostess