

# Angel Ramos

## **Customer Service Specialist**

Denver, CO 80221

[kingangel369@gmail.com](mailto:kingangel369@gmail.com)

(970) 823-2591

Over 10 years team work excellent communication and written and verbal skills, office proficient I apply attention to detail with the ability to multitask in a fast-paced environment, carrying a customer service attitude.

#readytowork

Authorized to work in the US for any employer

## Work Experience

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### **Wares Processor**

Goodwill Industries - Denver, CO

February 2020 to Present

Started as a night cashier and promoted to wares. I've doubled sales in wares since taking the position.

### **Customer Service Representative**

Dupree and Co 7100 Broadway St - Denver, CO

January 2013 to Present

- Excellent verbal written communication skills
- Built relationships to solve problems
- Ability to grasp inbound calls, schedule
- Oversee routes
- Efficient dispatching to driver.
- Conduct data entry
- Multi tasking Microsoft calendar, office,
- PowerPoint, Facebook and customer emails.

### **Production Worker**

Dawn Foods 4500 Lipan St Denver, Co 80221 - Denver, CO

May 2013 to January 2018

- Strong leadership helped add improvements to productivity
- Proceeded QA testing
- Very detailed oriented data analysis, data entry
- Attention to detail
- Problem solving
- Successfully packaging product per weight of product
- Palletizing and labeling pallet.

### **Starbucks shipping and receiving clerk**

Mile Hi Frozen Foods 4770 E 51st Ave, Denver, CO 80216 - Denver, CO

August 2007 to May 2008

- Managed all shipping and receiving of Starbucks Division including all clerical aspects
- Invented and arranged inventory information using AS400 data entry
- Scheduled, organized, printed daily orders deliveries and stickers
- Purchased supplies
- Maintaining consistent communication skills with all other departments ie accounts payable, customer service, dispatch.

### **Multi tasked lead cashier, directed phones, and coordinated brick brack pricing**

Arc Thrift Store - Arvada, CO

January 2007 to June 2007

9661 West 58th Ave Arvada Colorado 80004 (303) 420 - 0358

Multi tasked lead cashier I worked with the public and was responsible for directing phones, multi tasking, I devised and coordinated brick brack pricing, initiated shelf cleaning by arranging, sorting and reorganizing shelf's. In one month alone increased profits by \$4,000 for brick brack sales only.

### **Food prep Deli clerk systemized and set**

Safeway 771 Thornton Pky Thornton

January 2004 to May 2006

Lead personal, served food trained, employees, manage staff, manage payroll and supply orders, daily set up of cold and hot case, systematic expanding ordering, efficient stocking, reliable training, and most important structured dependable positive customer service skills.

## Education

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### **Phlebotomist in Phlebotomy**

Stillwater College - Lakewood, CO

February 2009 to December 2009

### **License in Certified Nurses Assisaint**

Stillwater College - Lakewood, CO

2009

### **Certified Massage Therapist in Certified Massage Therapist**

Heritage College Health Careers - Denver, CO

January 2002 to December 2003

### **High school diploma or GED**

## Skills

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- Microsoft Office, Word, Power Point, AS 400 (4 years)
- Customer Service
- Call Center
- Customer Care

- Basic 10 key experience (5 years)
- Typing Speed 45wpm (4 years)
- Customer Support
- CSR
- Office Proficient (7 years)
- Quality Assurance
- Management
- Accounts Receivable
- Pricing
- Office Management
- Microsoft Outlook
- QuickBooks
- Accounts Payable
- Data Analysis
- Quality Assurance (2 years)

## Certifications and Licenses

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### **Driver's License**