Angela Salas

Fort Collins, CO 80524

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970-617-7424

Authorized to work in the US for any employer

Work Experience

Customer Service Represntative

Qualfon - Fort Collins, CO

July 2015 to April 2020

Answering Calls, Assisting Customers, Data Entry

Education

Some high school in General

Centennial High School - Fort Collins, CO

August 1996 to May 1997

Skills

- Call Center
- Customer Care
- Customer Service
- Customer Support
- CSR
- Data Entry
- Order Entry
- Sales
- Warehouse experience
- Typing
- Pricing

Assessments

Customer Service Skills — Familiar

July 2018

Measures a candidate's skill in evaluating approaches to customer service & satisfaction.

Full results: [Familiar](#)

Verbal Communication — Proficient

March 2019

Measures a candidate's ability to effectively convey information when speaking.
Full results: [Proficient](#)

Written Communication — Proficient

March 2019

Measures a candidate's ability to convey written information using proper grammar rules.
Full results: [Proficient](#)

Scheduling — Proficient

March 2019

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.
Full results: [Proficient](#)

Memorization & Recall — Familiar

March 2019

Measures a candidate's ability to commit product or merchandize information to memory and recall at a later time.
Full results: [Familiar](#)

Warehouse associate — Highly Proficient

January 2021

Assesses the tendencies that are important for success in warehouse roles.
Full results: [Highly Proficient](#)

Customer focus & orientation — Highly Proficient

August 2019

Responding to customer situations with sensitivity.
Full results: [Highly Proficient](#)

Call center customer service — Completed

December 2020

Applying customer service skills in a call center setting
Full results: [Completed](#)