

ANGELIQUE HAUBERT

Longmont, CO 80503

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#readytowork

Authorized to work in the US for any employer



WORK EXPERIENCE

Service Coordinator

Safe Systems, Inc - Louisville, CO

July 2019 to February 2020

- Schedule service appointments with clients.
- Assistant in trouble shooting minor issues with systems
- Schedule main6on vehicles
- Daily emails communication
- Inter office communications
- Knowledge of security systems

Customer Service Representative

CTG - Boulder, CO

August 2018 to June 2019

- Inbound calls to assist with IT issues for employees of Avis and budget group.
- Use of ticketing system to reference issues for client. knowledge base used for issues on the level 1 support. maintain excellent customer service standard. use of multiple applications include excel word outlook etc

QA Analyst and Packager

Wana Brands - Boulder, CO

September 2017 to July 2018

- Packaging & Quality Control
- Following company standards to provide best product to customers
- Following and staying up to industry standards and guidelines
- Food Safety and Compliance
- SOP's and Quality of handling products
- Attention to detail and jobs being done

Software Analyst/ Customer Service

ManpowerGroup Inc. For IBM - Boulder, CO

August 2016 to May 2017

- Assist Clients with software contracts
- Customer Service
- Contract Verification
- Inbound/ Outbound Calls

Customer Service & Sales Associate

Electronic Ticket systems - Berthoud, CO

September 2015 to April 2016

Assisted patients with and questions or concerns
Proper check in and verification
Daily cash handling
Daily opening and closing inventory
Daily cleaning
Daily administrative tasks
Proper knowledge of industry and strains

Sales Representative and Customer Service

Kinsco LLC

December 2012 to February 2015

December 2012 to February 2015

Provided an elevated customer experience to generate a loyal client base.
Developed reputation as an efficient service provider with high levels of accuracy.
Processed daily invoices and billed renewed invoices to clients.
Greeted customers entering the store to ascertain what each customer wanted or needed. Described product to customers and accurately explained details and care of merchandise.
Earned management trust by serving as key holder, responsibly opening and closing store.
Communicated with vendors regarding back order availability, future inventory and special orders.
Answered product questions with up-to-date knowledge of sales and store promotions.

Hiring Manager

Safeway - Longmont, CO

April 2009 to December 2012

Assisted recruiting staff with career fairs and recruiting events.
Compiled company information and related material and distributed it to candidates.
Completed data entry, tracked resumes and maintained the applicant tracking system.
Organized all new hire, security and temporary paperwork.
Helped distribute employee notices and mail around the office.
Screened applicant resumes and coordinated both phone and in-person interviews.

Starbucks Manager

Safeway - Longmont, CO

April 2009 to December 2012

Managed work flow to exceed quality service goals.
Maintained up-to-date knowledge of product and service changes.
Identified individual development needs with appropriate training.
Trained staff on operating procedures and company services.
Scheduled staff shifts to cover peaks and lulls in customer inquiries.
Assumed ownership over team productivity and managed work flow to meet or exceed quality service goals.
Cross-trained and backed up other customer service managers.
Continually provided exceptional service to customers by being friendly, knowledgeable and accommodating.
Set up storeroom and work areas to allow easy access to stock items.
Accurately recorded sales, made correct change and prepared charge slips for guests.
Displayed friendly, outgoing and energetic behavior to create a warm, fun atmosphere for guests.
Operated and maintained all equipment and utensils in accordance with guidelines and safety procedures.
Prepared hot and cold beverages to the highest standard while providing guests with legendary customer service.
Received and unloaded incoming shipments.

Thoroughly cleaned and sanitized work area including mopping and sweeping, washing display cases, wiping down prep areas and equipment, washing utensils and dismantling and cleaning machinery.
Conducted product inventory.



EDUCATION

Technical schooling in Dental

Dental assistant training Academy - Niwot, CO
September 2008 to March 2009

Associate in Criminal Justice

Everest technical school - Thornton, CO
August 2003 to November 2004

Associate in General Studies

Front Range Community College - Longmont, CO
August 2002 to May 2003

High school or equivalent



SKILLS

- **Customer service (5 years)**
- **data entry (3 years)**
- **Office skills (Less than 1 year)**
- **Receptionist (5 years)**
- **Retail sales (5 years)**
- **CSR**
- **Call Center**
- **Customer Care**
- **Customer Support**
- **Bookkeeping (1 year)**
- **Microsoft Office (10+ years)**
- **Administrative Assistant (1 year)**
- **Front Desk**
- **Dental Office Experience (1 year)**
- **Dental Assisting (1 year)**
- **Technical Support (6 years)**
- **CRM Software (4 years)**
- **Account Management (3 years)**
- **Inventory Control (5 years)**
- **Quality Assurance (5 years)**
- **QuickBooks (1 year)**



CERTIFICATIONS AND LICENSES

Dental Assistant

March 2008 to Present