

AshleyRose Gaudreau

Customer Service, Sales, Administration.

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SUMMARY

Dedicated Customer Service Representative motivated to maintain customer satisfaction and contribute to company success.

EXPERIENCE

AMSR, Centennial, Colorado — *Rental Specialist*

November, 2017 – July, 2018

- Responded to all e-mail inquiries for department inbox.
- Created billing accounts and placed orders for oxygen concentrators, by phone and e-mail as necessary through netsuite software.
- Filed prescriptions through netsuite for all patients, for orders as needed.
- Made outbound calls from daily prospect list, also from marketing lists to generate new customers.
- Handled tracking of all inbound rental returns, with a bit of supervision from my supervisor.
- Used excel spreadsheets to track data.
- Discussed rent to own options with customers as necessary.
- Helped customers face to face in our store front.
- Tracked shipments through UPS Worldship.
- Followed up with all customers thanking them for doing business with us and keeping a very large repeat customer base.

Axium Inspections, Denver, Colorado — *Sales/Admin*

March, 2017 – November, 2017

- Coordinated all department functions for team of 15 employees over the weekends.
- Verified and logged in deadlines for responding to daily inquiries.
- Provided support for CEO and sales team in managing operation workflow over the weekend.
- Properly routed agreements, contracts and invoices through the signature process.
- Received and screened a high volume of internal and external communications, including email and mail.
- Identified prospective customers using lead generating methods and performing an average of 60 cold calls per day.
- Took daily inbound calls and key-entered orders, faxes, backorders and credit memos for assigned accounts and clients.

SKILLS

- Strong organizational skills
- Active listening skills
- Sharp problem solver
- Courteous demeanor
- Excellent communication skills
- High customer service standards
- Order processing
- Time management
- Microsoft Office proficiency
- Excel proficiency
- Computer-savvy

REFERENCES

- **Paul Gonzales – 720-320-9674**
- **Joanna Pasillas - 720-999-2010, rm7599gm42406@gmail.com**
- **Brittany Tate - 720-862-4409**

- Maintained productive relationships with existing customers through exceptional follow-up after sales.

iBeta, Aurora, Colorado — *QA Tester*

September, 2015 - November, 2015

- This was pretty much a beta testing position, and by far my favorite job ever.
- We were working on ads for Apple products when I worked with them.
- We pretty much just tried to get the ads to glitch and then wrote out "bugs" for things that needed to be fixed, after they accepted and fixed the bug we would go back and try to break it again to make sure the outcome was not the same.
- With this job I learned how to use each operating system and each version of the hardware, for example Windows xp all the way up to Windows 10.

Handy, Colorado — *Sub-contract Housekeeper*

May, 2015 - July, 2015

- Housekeeping position where I worked totally on my own without any supervision or strict guidelines.
- Everything was to the best of my own knowledge.
- I got all of my jobs off of their platform and performed the requests to my own discretion.

Saint Joseph's Hospital, Denver, Colorado — *Environmental Services Aide*

February, 2015 - June, 2015

- Housekeeping in the Colorado Comprehensive Cancer Center with one other employee.
- I was taught beneficial skills in sanitizing all surfaces with the proper chemicals.

EDUCATION

CEC Middle College of Denver, Denver, Colorado — *HS*

August, 2006 - May, 2008

Emily Griffith Opportunity School, Denver, Colorado — *GED*

September, 2009 - May, 2010

ACCOMPLISHMENTS

Fielded and processed up to 40 calls a day.

Customer Assistance

- Worked with company systems such as Live Support and diligently completed all

assigned tasks, working overtime as needed.

Customer Service

- Researched, calmed and rapidly resolved client conflicts to prevent loss of key accounts.

Sales

- Consistently generated additional revenue through skilled sales techniques.