

**Isalah Baca**

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~~Deliver~~ nights  
Shift  
1/2  
100 pm  
CMG

D Shift

Albert referred

**Profile**

I have been a Customer Service Representative for the last three years since High school. The experience I have brought to each job consist of courtesy, caring, willingness to serve, and an attitude that lets customers know that they matter-and that I care.

**Objective:**

Self-motivated, Detail-oriented, Customer-friendly individual who wants to grow with a company.

**Skills**

Brainstorming Actively involved Collaborating ideas Accuracy Dealing with and resolving complaints Encouraging people Handling money Leading teams General computer knowledge, Microsoft works

Forklift trained and lichened

**Experience**

**Inventory Management Systems (IMS), Wal-Mart, Lakewood CO.- 2012- Current** (2nd shift) unloading the truck, sorting the freight, getting it ready for third shift stockers, putting freight in the bins and adding it to the system.

**Mover, ARC Services, Henderson, CO — 2010- Current** Move furniture, appliances, and equipment Professional packing Sets-up and remove seating and equipment for special events Assemble and installs modular office furniture

**Sales, Target, Lakewood, CO — 2011- 2012** Drive sales by overseeing sales floor operations throughout the entire store. Manage the guest service and merchandising of two to three departments. Provide training, feedback and follow up on merchandising skills for sales floor team member. Act as leader on duty on a rotating basis by responding to guest and team member concerns, opening and closing the store and ensuring all Target property and personnel are secure.

**Replenishment, Michael's Crafts, Lakewood, CO — 2011- 2011** Seasonal Position- Assisted the Operations Manager in Receiving, Replenishment and Merchandise presentation Ensured that the customers found Michaels fully stocked and maintained at the highest level of presentation and that all plan-grams are set correctly in a timely manner.

**Sales, Champs Sporting Goods, Broomfield, CO — 2010-2011** Seasonal Position- Driving sales by working the sales floor throughout the store, helping guest with great customer service. Provided advice and feedback to the guest to help them find the right shoes and apparel to fit their needs Meeting goals throughout the day with every sale making sure it was take 'perfect package'.

**Installer, Quick Set Auto Glass, Thornton, CO — 2009-2010** Communicated with people outside the organization, by representing the organization to customers Dealt directly with the public this included serving customers in restaurants and stores, and receiving clients or guests. Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects Performed day-to-day administrative tasks such as maintaining information files and processing paperwork

**Education** Denver North High School- Graduated 2009 High School Diploma

**References available upon request**