

Ms. Sean Balog

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Objective

Seeking a position with a company that rewards positive results, dependability, and an enthusiastic attitude. To work in diverse situations that allow me to use my creativity and strong people skills for self and company growth.

Professional skills

Windows and Mac proficient
MS Office
Salesforce
Types 60+ wpm
Multiline phone systems
Maintains a positive attitude
Very effective working in groups and independently
Detail orientated both verbal and written

Work History

Intuit TurboTax with Adecco January 2012-October 2013

Quality Analyst

Monitoring inbound customer service calls and live chats. Coached agents on maintaining quality and high standards of the TurboTax brand. Specialized in helping our chat agents to build positive rapport with customers. Kept my teams scores above target for the tax season. As the chat team lead I play a crucial role at keeping our sites performance #1 in the company.

Shine On Trading Co. July 2011-December 2011

Sales

Stopping potential clients and educating them on our line of all natural mineral makeup and instant heat packs allows me to use my people skills as well as grow my sales skills. Was a top performing salesman at my location.

Bolder Staffing July 2010-May 2011

Temporary Office Positions

When placed in a position through Bolder Staffing my versatility was a major factor when assisting a company. I was able to apply my current knowledge and skills as well as building new ones hands on through various entry-level positions. Assignments included tasks such as light accounting, filing invoices, supply ordering, mail distribution and operating phone systems.

Forever 21 June 2008-June 2010

Head Cashier/ Accessory Manager

I took on dual roles at Forever. First priority was to train all new employees on register and merchandise standards, and to approve exchanges/gift cards transaction. Also I was responsible for maintaining the visual merchandising of the accessory room to company standards. I was proficient at both roles while still offering customers attention and assistance, creating a positive work environment, and being an example of leadership to my fellow employees.

Education

Front Range Community College

2009-2011 General Studies

References

Submitted upon request