

# Bernadette DeLeon

## **Internet Customer Service**

Fort Collins, CO  
[bluv\\_22@hotmail.com](mailto:bluv_22@hotmail.com)  
9706902329

Professional experience with over eight years of providing excellent customer service and data entry. I have proven ability to meet deadlines for a variety of projects. The objective is to be able to perform multiple tasks, quality assurance and management to the entire aspect of multiple jobs and projects. Willing to support the professional and financial objectives of your organization based on integrity and ethics.

Authorized to work in the US for any employer

## Work Experience

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### **Internet Customer Service**

Intellisource/Crocs - Fort Collins, CO  
January 2018 to July 2018

csr

### **Wholesale Support Data Entry**

Intellisource/Crocs - Niwot, CO  
February 2016 to December 2017

csr

### **Shared Services Sr. Supervisor**

Intellisource/Crocs - Niwot, CO  
May 2010 to February 2016

supervisor

### **Dispatcher/CSR Rep**

DirecTech - Fort Collins, CO  
October 2005 to June 2009

csr

## Skills

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ANSWERING, CUSTOMER SERVICE (8 years), DATA ENTRY (1 year), FILING, INVOICES (8 years)

## Additional Information

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Professional Skills:

Data Entry (wholesale orders)  
Customer Service (answering phone)  
Epicor Retail System (retail orders)  
Microsoft Word (training documents)  
Microsoft Excel (reports & data entry orders)  
Microsoft PowerPoint (training presentations)  
Microsoft Outlook (email communication)  
Salesforce (customer account tracking)  
Connect (report tracking)  
SAP Ordering System (order processing)  
Kount (fraud verifications)  
Demandware (order verifications)  
Office Equipment (filing invoices)