

# BRENDA CARDENAS

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## PROFESSIONAL SUMMARY

Proficient Office Clerk with over 2 years of experience, specializing in clerical work, problem-solving, and optimal assistance. Known for increasing productivity relieving workload of management staff. Proven efficiency with an ability to quickly learn and navigate any computer software program or office system.

## SKILLS

- Verbal and Written Communication.
- Interpersonal and Customer Service.
- Organizational and Attention to Detail.
- Problem-solving abilities.
- Computer proficiency.
- Adaptability.
- Time Management.
- Attentive listening, empathy.
- Client Rapport-Building.
- Data Entry.

## WORK HISTORY

BDC Service Representative | Kayman Direct - Greeley, CO *11/2021 - 02/2023*

- Generated leads and established relationships with potential customers through outbound telephone calls.
- Set up appointments with interested customers according to schedule availability.
- Followed up with customers to offer additional support and check resolution satisfaction.
- Exhibited high energy and professionalism when dealing with clients and staff.
- Maintained client files with CRM software's keeping records of client interactions, client notes, and other information.
- Provided potential customers with information about upcoming promotions and events to acquire interest in scheduling appointment.
- Used provided call list to sort, organize and prioritize before making outbound calls to potential customers.

- Solved problems for dealers using analytical skills.
- Met customer call guidelines for service levels, handle time and productivity.

Inventory Clerk | All American Pet Proteins - Greeley, CO      06/2020 - 11/2021

- Maintained strong vendor connections by arranging pricing, delivery structures, and managing specific shipment or paperwork concerns.
- Stocked shelves, racks, and cases with new or transferred inventory for business.
- Maintained a clean and organized warehouse to ensure a safe environment.
- Utilized a CMMS software to maintain records and reports of inventories, price lists, shortages, shipments and expenditures.
- Performed weekly quality checks on stored inventory and discarding inventory that doesn't meet company standards.
- Evaluated supplies and product inventory to check for quality and quantity issues and returned unacceptable materials to vendors.
- Updated inventory count weekly and maintained inventory records to share with management monthly.
- Provided administrative services, including phone and email correspondence, making copies and handling incoming and outgoing mail.
- Performed data entry and completed proper paperwork to be stored and correctly filed away.

Administrative Assistant | JBS Beef Plant - Greeley, CO      05/2019 - 06/2020

- Operated telephone systems to answer and route incoming calls along with taking and delivering messages.
- Entered data in excel software to keep records of absence report, incident report, and downtime report.
- Performed payroll corrections, calculating the correct amount incorporating overtime, deductions, and bonuses. Receiving approval from upper management for payments when needed.
- Kept record of new hires, transfers, terminations, changes in job classifications and merit increases to main human resources files.
- Established vacation request, leave of absence, and job changes for production employees, updating necessary information and working closely with human resource.
- Completed forms, reports, logs and records to quickly handle all documentation for human resources.
- Performed general Office duties, such as ordering supplies, maintaining records management database systems, and performing basic bookkeeping work.
- Prepared and issue work schedules, deadlines, and duty assignments for office or administrative staff.
- Set up and manage paper or electronic filing systems, recording information,

updating paperwork, or maintaining documents.

- Complete forms in accordance with company procedures.
- Trained and assisted staff with computer usage.

#### Customer Service Representative | Teletech, Inc. - Greeley, CO

- Direct calls to appropriate individuals and departments. *05/2017 - 04/2019*
- Answered telephone inquiries on banking products including checking and savings.
- Created member account on online banking program.
- Executed customer transactions, including deposits, withdrawals, money orders and checks
- Handled all ATM matters, including service maintenance and disputes.
- Handled all debit card matters, including PIN reorders, ordering new cards and maintenance.
- Analyzed and researched reporting issues to improve accounting operations procedures.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.

#### EDUCATION

Northridge High School - Greeley, CO  
High School Diploma

*05/2017*