

# Brooke Muro

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## Work Experience

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### **Sales Associate**

Advance Auto Parts - Greeley, CO

2020 to 2021

I worked the front of house by myself and with other associates. I also broke down truck shipments that arrived weekly. General customer service in person as well as on the phone.

### **Customer Service Representative/Sales Associate**

Advanced Auto Pros - Greeley, CO

October 2017 to 2020

I did all of the paperwork scanning (we had to scan every packet of paper that comes with every repair order) so we had electronic copies of every repair order. I cleaned the front of house and bathroom. I sent out all of the marketing every month. I answered calls and sold appointments. I opened the shop and checked in clients when they arrived, got necessary information and dispatched the ticket to a technician. I drive the courtesy van when needed. I priced and sold tickets when needed. I got laid off when the pandemic hit our area.

### **Receptionist**

Hyundai and Honda of Greeley - Greeley, CO

2014 to May 2017

I started in sales at Hyundai. I then went onto being the receptionist after realizing sales isn't for me anymore. I was a part time receptionist at Honda while still working a normal schedule in reception at Hyundai.

### **Server/Bartender**

Old Chicago Pizza - Greeley, CO

February 2015 to December 2016

I was a main house server.

### **Store Manager**

Double D's Sourdough Pizzeria & TapHouse - Westminster, CO

May 2013 to September 2016

I was every position from sign shaker, manager (opening and closing), marketing, food prep.

## Education

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### **Some college in General Studies**

Arapahoe Community College - Littleton, CO

2012 to 2013

## **High school diploma**

Littleton High School - Littleton, CO

2007 to 2011

## Skills

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- Driving
- Load & Unload
- Order Picking
- Packaging
- Customer Service
- Freight Experience
- Retail Sales
- Conflict management
- Load & unload
- Sales
- Dealership experience
- Freight
- Retail sales
- Front desk
- Marketing
- Customer service
- Driving
- Cash handling
- Negotiation
- Analysis skills
- Financial services
- Restaurant experience
- Guest services
- Food handling
- Cooking
- Records management

## Assessments

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### **Customer focus & orientation — Proficient**

March 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

## **Customer service — Proficient**

March 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.