

CASSANDRA THAXTON

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OBJECTIVE I am ambitious, persistent, and constantly creating resourceful out of the box solutions to provide exceptional customer experiences. I am seeking an opportunity to grow with a stable, growth minded, ethically sound organization. I have a strong background in customer service, particularly in the areas of technical troubleshooting, maintaining customer loyalty and customer satisfaction

SKILLS & ABILITIES Excellent people skills. I have received increased positive feedback from customers and employer's alike throughout the years. I can listen to the customer's needs and talk to them efficiently, respectfully and in a manner, that makes them feel valued and trusting that the company's goal is in line with their own, to resolve problems and maintain a positive experience.

Proficient in Microsoft Office applications, including Word, Excel, Outlook and Internet Explorer. Also, proficient with all Google Applications, such as Chrome, Drive, and Docs.

EXPERIENCE **OFFICE ADMINISTRATOR** ARCADIS
MARCH 2019- PRESENT

Manage the mail room processing outgoing USPS, UPS, and FedEx packages, as well as manage the entire Shipping department for all our offices across North America.

Responsible for ordering office supplies for five - eight offices. Provide administrative services for four – eight offices remotely.

Make sure all new hires are set up with computers and all supplies and software to begin their careers with Arcadis and process their I9 paperwork.

Backup to the front desk receptionist, answering the phones, greeting visitors, setting up meetings, catering meals, etc.

SALES SUPPORT ASSOCIATE HIGH COUNTRY FOR ARROW
FEBRUARY 2018- FEBRUARY 2019

Answered incoming email requests from sales representatives requesting returns, investigations into their orders, or to make sure the delivery went out on time.

Worked multiple reports for the sales team. Pulling in orders, pushing out orders, cancelling orders and altering orders.

RETENTION ADMINISTRATOR CONTINENTAL CREDIT

JUNE 2016- JANUARY 2018

Made sure the Retention team (about 10 representatives) were all logged in and taking calls in a timely manner when they were supposed to be.

Created the Retention schedule for each representative and altered it as needed.

Made billing changes that were promised to clients, closed files down, restarted files, ran payments & cancelled payments.

Loaded all the cancel requests from clients every night so they would be available to be called by the Retention team in the morning.

CUSTOMER CARE SPECIALIST SPRINT

OCTOBER 2015- APRIL 2016

Answered incoming calls regarding Sprint devices and services.

Explain charges on monthly statements, implement plan changes, troubleshoot device and service connections and issues, walked customers through how to use their phones and tablets.

Activate device replacements and upgrades.

Upsell plans and multiple devices that would work best for customers' needs and usage.