

Cathy Albert

A Customer Service Expert who excels at customer retention, and sales growth by providing a personalized experience each and every time.

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EXPERIENCE

Maple, Inc., Fort Collins, CO — Customer Experience

October 2015 - PRESENT *A delivery only restaurant in NYC that utilizes locally sourced ingredients to create healthy, unique dishes with a satellite office in Fort Collins. Maple.com.*

Solved inbound and outbound customer service emails and phone calls, representing the Maple brand and values, and consistently maintaining an “excellent” average rating; business to business outreach to increase large account orders and catering accounts; represent the Maple image and brand in all aspects of the job; input data on CRM system and Excel spreadsheets; write schedule for a team of 20 to ensure needs are met; train new employees on phones and in responding to customers.

Slimgenics Weight Loss Center, Fort Collins — Weight Loss Coach

February 2015 - October 2015

Coached customers through specialized weight loss programs utilizing supplements and specialized meals; increased center sales through sales of supplements and signing up new customers; met monthly sales goals; let one-on-one coaching sessions to problem solve issues and overcome barriers to ensure customer success; filed client paperwork correctly; communicate with coworkers to provide quality care and experience

Dancing Pines Distillery, Loveland, CO — Tasting Room Manager

July 2014 - February 2015 *A Micro Grain to Glass Spirits Distillery*

Made specialty cocktails, poured tasting flights, educated customers on spirits and distillation, led tours through distillery highlighting company history and distillation process, worked to build brand awareness, trained new employees on policies and menus, assisted with production of spirits ensuring consistency and quality, worked special events and promotions; crafted new cocktails for menu; stocked and inventoried necessary ingredients, supplies, and spirits in the tasting room

Holiday Inn Express, Fort Collins, CO - Front Desk Agent

February 2013 - August 2014

Checked guests into hotel rooms, made reservations, responded to guest complaints, handle payments and cash, kept lobby clean, gave guests dining and entertainment recommendations, set up and ran breakfast bar, worked special events, communicated with housekeeping to ensure cleanliness of rooms, work to reach sales and revenue goals

SKILLS

Advanced knowledge of Excel and Google Sheets to organize and track information utilizing formulas

Navigating CRM and Point of Sale systems quickly and efficiently

Increasing Sales (including following up on cold leads)

Filling out and filing paperwork accurately

Training new employees on procedures, policies, and systems

EDUCATION

Colorado State University,
Fort Collins, CO

B.S. Exercise Science with a concentration in health promotion and a minor in business administration

August 2009–August 2013