

Christina Williams

Aurora, CO 80012

stiina.williams00@gmail.com - 7206094335

Highly experienced Customer Service professional. Able to handle a high volume of customer calls in a fast-paced environment, with minimum supervision, while maintaining emphasis on the highest quality of consumer service. Excellent listening skills, oral and written communications. Comfortable in interacting with all levels of the organization and public. Excellent problem solving and negotiating skills. Able to make decisions independently. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask when necessary.

WORK EXPERIENCE

Mitigation Technician/ Lead technician manager

Paul Davis Restoration - Centennial, CO - September 2016 to January 2017

Manage restoration projects in a timely manner. Maintain night and weekend emergency service call schedule.

Manage technicians

Analyze problems and makes recommendations to resolve problems Follow-up on customer inquiries and questions. Establish and maintain good relationship with insurance companies. Maintain open communication with customers, employees and subcontractors. Ensure adherence to company standards and quality. Complete all paperwork. Prioritize projects. Review paperwork with customer at the end of each job. Schedule technician assignments.

Nail Technician

tropical nail and spa - Aurora, CO - July 2015 to September 2016

Mail Carrier

USPS - 2013 to 2014

Routes or cases all classes of mail in sequence of delivery along an established route. Rearranges and re labels cases

Delivers mail along a prescribed route, on foot or by vehicle, on a regular schedule, picking up additional mail from relay

boxes as needed. Collects mail from street letter boxes and accepts letters from mailing from customers; on certain routes

may deliver mail that consists exclusively of parcel post, or the collection of mail.

Checks, and corrects if necessary, mailing cards from advertisers bearing names and addresses of customers or former

customers on the route.

Restoration Technician

service master cleaning - 2011 to 2013

General demolition work, operating a truck mount that extracts water, placing dehumidification and air movement, monitoring the progress at the property, moving furniture, cleaning

Customer Service

Burlington Coat Factory - 2009 to 2011

Provide excellent customer service by responding with a sense of urgency to customers' needs while completing other tasks.

- Demonstrate a thorough working knowledge of all aspects of store operations including all point of sale, pricing, merchandising and administrative procedures in accordance with Company standards.
- Provide positive, enthusiastic, inspired, creditable and effective leadership for all store Team Members.

EDUCATION

dipolma in high school

overland - Aurora, CO

2004 to 2007

ADDITIONAL INFORMATION

fluent in vietnamese