

Cierra Dalebroux

Data Information Analyst

Firestone, CO

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720-560-7523

TECHNICALLY SKILLED DATA INFORMATION ANALYST known for accuracy, attention to detail and efficiency. Career spans 7 years of experience in invoicing, analytics, logistics, and office-related work. Proficiency in Microsoft Office Suite 2016 includes emphasized advanced-level skills in Excel

Authorized to work in the US for any employer

Work Experience

Data Information Analyst

Toastmasters International - Englewood, CO

March 2018 to Present

Mediate between foreign customs agencies and third party shipping company to ensure customs declaration discrepancies are resolved for the purpose of clearing customs holds

Format and validate international addresses for the monthly magazine subscription mailing manifest utilizing Excel

Perform daily quality checks to ensure customized item orders are compliant with the company's copyright and branding standards

Assist with maintaining uniformity and recognizability as an international organization

Serve a diverse membership-base by placing orders, tracking lost international and domestic shipments, and providing replacement orders for mis-shipped and damaged items via phone and email

Investigation and resolution of international and domestic returns using a bi-weekly returns report.

Evaluate and incorporate the most cost-effective solution for international order returns

Create web and mail-in orders using Personify

Participate in change management by means of upgraded CRM testing and providing valuable input

Logistics Analyst

Mattress Firm - Denver, CO

February 2017 to February 2018

Dispatcher/Logistics Coordinator -

Answer incoming calls from sales staff regarding inventory, cancelling deliveries, answering general questions about customer delivery, responsible for routing next and same day order delivery using

Microsoft Dynamix AX and DispatchTrack, send out discrepancy report notifying sales staff of non-inventory scheduled orders.

Ensuring warehouse staff gets item picking lists in a timely manner for next day delivery, supervising end-of-day truck check-in to ensure all product coming back from delivery refusal gets placed back into inventory to avoid a short.

Process and invoice customer pick-ups, assisting sales staff with requests such as opening a zone for desired delivery date so the purchased product be invoiced in time for the end of the pay period.

Process BOLs

Customer Service Representative

Zerorez of Denver - Denver, CO

May 2016 to August 2017

Schedule appointments using multi line phone system and company-owned scheduling software, answer inbound calls, assist customer with inquiries/issues with service, responsible for intake/delivery of area rugs, handle technician-provided estimate follow-ups using Microsoft Excel, confirm and cancel appointments at customer request. Part-time dispatching duties including generation of Estimated Time of Departure sheets for efficiency, notifying customer of any delays in times of arrival creating effective customer satisfaction.

Teller I

Westerra Credit Union - Lakewood, CO

November 2015 to May 2016

Responsibilities

Basic Teller I duties, opening/closing the branch, process loan/mortgage payments, create Cashier checks and money orders, process fraud/merchant disputes, domestic wire transfers, balancing vault and cash drawer at end-of-day, audit new member accounts, help members open new share/draft accounts

Skills Used

Customer Service, math skills, sales aptitude, office equipment, multi-line phone system operation

Receptionist

BaLoo Security - Bakersfield, CA

June 2012 to October 2015

Assumed responsibility for entire front desk which included desktop programs, office equipment, and phone system

Key Results:

- Resolved customer inquiries using multi-line phone system and Outlook
- Handled maintenance of Invoices.
- Updated training manuals
- Maintained knowledge of changing labor and safety regulations.
- Coordinated informative and morale-building bi-weekly employee meetings.
- Focused efforts to ensure quality to customer needs and deliver satisfaction.
- Instrumental in contract negotiations with potential customers

- Consistently met or exceeded company goals for two years.
- Cultivated and maintained excellent working rapport with customers and co-workers alike.
- Effectively maintained cleanliness and organization of Front Desk area.
- Actively participated in staff and organizational meetings, offering constructive input and feedback.

Education

Diploma

Green Mountain High School
2012

AAS

Red Rocks Community College
2013

Skills

- Dispatching
- Import Export
- Logistics
- Outlook (5 years)
- Analytics
- Excel (5 years)
- Microsoft Office
- Powerpoint
- testing

Assessments

Scheduling Skills — Highly Proficient

July 2018

Measures a candidate's ability to cross-reference agendas and itineraries avoid conflicts when create schedules.

Full results: https://share.indeedassessments.com/share_to_profile/bb5754fb2d0d5f19ebff1e1e51c03f44eed53dc074545cb7

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

Additional Information

Key Skills

- Invoices/Payment Transactions
- Excel
- Articulate in Writing and Speech

- Scheduling
- Multi-line Phone Proficiency
- Records Organization
- Journal Entries and Some General Ledger
- Teambuilding
- Spreadsheets and Inventory reports
- Shipping/Receiving and Inventory Control
- Microsoft Dynamics AX
- DispatchTrack
- Scanworks