

# Edith Santos

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## EXPERIENCE

### **PQH Wireless, Aurora,CO — Sales Associate**

July 2020- January 2024

- Excelled in a fast paced and competitive work environment
- Consistently engaged customers on brand products and services
- Memorized over 120 products and services
- Resolved and diffused customer disputes in compliance to company policies
- Facilitated customer returns and exchanges in compliance to company policies
- Assisted with store maintenance and inventory
- Proactively participated in the company's monthly training (Lifeline,Affordable Connectivity Program,Hoopla)
- Contributed to the training and mentoring of sales associates in sales techniques and customer support
- Proactively met and exceeded metrics
- Operated a point of sales system with accuracy
- Followed cash handling procedures to guarantee a consistent and accurate cash flow
- Assisted with phone troubleshooting issues in a timely manner

### **Vivewellness , Denver,CO— Shelter Staff**

January 30th 2024 -June 18 2024

- Maintained supervision of all participants in the shelter
- Conducted interviews with participants for new intakes,investigations,concerns,disputes,requests for additional assistance and dismissals
- Ensured a positive and friendly environment was in effect for participants and staff
- Followed shelter protocols and procedures such as;
  - Conducting room checks,check ins,meal counts,routine checks of the facility,providing referrals and assistance to other programs,providing shelter supplies to participants,reporting and addressing discrepancies and providing emergency services when necessary
  - Assisted with staff training as requested
- Ensured safety protocols were maintained in the facility
- Proactively assisted with shelter maintenance

## SKILLS

- Goal oriented
- Detailed oriented
- Adaptable
- Active listener
- Critical thinking
- Conflict Resolution
- Flexibility
- Multitasker
- Positive work ethic
- Self motivated
- Time management
- Email etiquette
- Emotional Intelligence
- Persuasive
- Strong Communication Skills
- Proficient in Google Documents
- Proficient in Google Sheets
- Proficient in Microsoft Word
- Proficient Computer Skills

## LANGUAGES

- Spanish
- English

- Contributed to team tasks to ensure a coherent workflow
- Efficiently communicated with other team members to conserve data integrity
- Accurately placed data into the company's system and database
- Ensured data was processed in a timely manner
- Ensured all communication was finalized between team members by accurately translating data
- Participated in monthly training practices such as seizure first aid, lockdowns, lockouts, evacuations including mental health awareness and aid
- Submitted and completed daily shift reports
- Worked independently with little to no supervision

## **Online Personal Shopper— Self Employed**

August 4th-Present

- Utilized several platforms to generate and fulfill orders
- Utilized strong communication skills to build and maintain a high quality rapport
- Effectively communicated with customers to ensure a positive and interpersonal experience was provided
- Administered products based on popular and current practices
- Monitored and tracked orders

## **EDUCATION**

- **Community College Of Aurora, Colorado**

August 2019 - November 2020

Due to unprecedented circumstances I briefly attended this college, I will be attending again in the future.

## **Aurora Central High school, Colorado — High School Diploma**

May 2019

## **References**

- Sebastian A; (720)675-6965
- Giovanni Delgado;(720) 984-5159
- Karen;(720) 238-1921