

Erica Walsh

Boulder, CO 80304

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Work Experience

Customer Service Associate

StickerGiant - Longmont, CO

July 2022 to June 2023

- Streamlining processes: Look for opportunities to automate or optimize data entry tasks using tools or software that can minimize manual input and improve efficiency.
- Quality control: Pay close attention to the accuracy of the data entered, double-checking and verifying information to ensure the correct dimensions, product types, and customer details are recorded.
- Proactive communication: Take the initiative to reach out to customers, confirming their order specifications and addressing any potential issues or questions they may have, providing excellent customer service throughout the process.
- Problem-solving: Develop strong problem-solving skills to effectively address any challenges related to data entry, such as identifying and resolving discrepancies or errors in the information provided by customers.
- Collaboration with other teams: Establish effective communication channels with the production or design teams, providing them with accurate and detailed specifications to ensure the smooth execution of customer orders.

Data Technician

The Wireless Alliance - Lafayette, CO

May 2017 to December 2021

- Documented, tracked, and communicated data quality of incoming phones and tablets to ensure data integrity.
- Managed inventory into specific criteria and categories to ensure compliance.
- Solved technical issues on a variety of phones and electronics.
- Assign and prioritize daily tasks for team member, order supplies, research potential equipment, develop new processes, collaborate with other departments, problem solving and training.

Customer Service Specialist

Apple - Boulder, CO

December 2015 to May 2017

- Educated customers on the comfort and ease of navigating Apples's ever changing software programs and operating systems.
- Communicated features and benefits of Apple technology to consumers of all knowledge levels.
- Troubleshooted escalated customer service issues in person and on the phone.
- Met and exceeded sales goals on computers and phones. Was recognized as a top performer by store management.

Education

Bachelor of Arts in Graphic Design

CSU-Pueblo - Pueblo, CO

August 2010 to June 2015

Skills

- MAC (IOS)
- Zendesk
- Manufacturing (4 years)
- Adobe Illustrator
- Adobe InDesign

Links

<https://www.linkedin.com/in/erica-w-b00b75136>