

# Gabryella Fernandez

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## SKILLS

- Interpersonal skills
- Customer service
- Effective communication
- Inbound calling representative
- Time management
- Adaptability
- Hardware ordering
- Critical thinking
- Multitasking
- Time management
- Cash management
- Attention to detail
- Order fulfilling
- Office management
- Office coordination
- Teamwork

## EXPERIENCE

### **C&D metal products**

*April 2022 - present*

- Installs hardware/operates Hager machine.
- Maintains cleanliness at workstation and department.
- Organize merchandise/audits customer orders.
- Serves as department liaison.
- Inventory specialist.

### **JCPenney - Retail Associate**

*January 2018 - March 2022*

- Receptionist - serves as a resource to assist with customer questions.
- Organized merchandise.
- Managed customer orders.
- Resolved customer issues.
- Processed customer transactions.
- Provides excellent customer service.
- Answered customer service deskphone.

### **Newcomb Spring Corporation - CNC Operator**

*September 2015 - December 2017*

- Parts inspector.
- Customer service desk representative.

- Assisted shipping and receiving
- Operated testing machines that evaluate the physical properties of parts and sort them according to performance.

## **EDUCATION**

**Westminster High School** - *High School Diploma*