

Casandra M. Gallegos

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Work History:

Dish Network

Customer Service Rep/Account Specialist

5/2012 – 9/2013

Thornton, Co

- Handled An Average 92 Calls A Day
- Handled Customer Accounts:
 - Modifying/Building/Canceling Accounts
 - Billing Disputes/Collected Passed Due Payments
 - Analyze & Credit Accounts Accordingly
 - Creating Work Orders/Technician Visits
 - Programming Changes/Orders
 - Equipment Upgrades/Exchanges
 - Notated Accounts Accordingly
- Sales/Up Selling
- Retention/Account Concerns
- Technical Support/Troubleshooting
- Handled Customer Contracts/Contract Information
- Monitored Accounts For Fraudulent Activity
- Submitted Proper Forms For Back Office Resolution When Needed

Gallegos Produce

Manager

2/2009 – 4/2012

Denver, Co

- Maintained Customer Accounts:
 - Creating Customer Orders
 - Handled Customer Payments
 - Controlled Credit Extended To Customers
- Managed Employee Duties:
 - Daily Routes/Schedules
 - Payroll
 - Hired Employees
- Managed Company Daily Duties:
 - Insure Vehicles Are In Proper Working Condition
 - Set Up Displays/Sales Booths
 - Inventory
 - Placed Orders For Produce
 - Stocked Vehicles For Delivery

Gallegos Produce*Receptionist*

5/2007 – 2/2009

Denver, Co

- Welcomed And Directed Visitors Accordingly
- Answer Incoming Calls And Operated Multi-Line Telephone
- Receive, Sort, And Route Mail
- Order, Receive, And Maintain Office Supplies
- Assisted With Filing, Coping, Scanning And Sorting Documents
- Assisted With Setting Up Sales Booths/Displays
- Stocked Vehicles For Delivery

Spirit Halloween*Sales Associate*

8/2010 – 11/2010

Westminster, Co

- Processed Purchase Transactions Efficiently
- Responded To And Resolved Customer Requests And Concerns
- Provided An Inviting Environment For The Customers By Maintaining A Neat And Clean Area
- Effectively Communicated With Customers, Peers And Management
- Performed Other Related Duties As Assigned
- Built Walls/Display Setup For Products

Lands End*Sales Associate*

10/2007 – 1/2008

Westminster, Co

- Operate Cash Register
 - Handled Purchases/Refunds
 - Exchanges
 - Ensured Correct Price, Tax And Discounts Where Applied
- Kept All Display Areas Clean, Orderly And Replenished
- Assisted Customers With Kiosk, Online Orders, Questions And Concerns
- Set Up Advertising Displays To Promote Sales And Other Promotional Events

Education:

Front Range Academy

High School Diploma

May 2008

*Broomfield, Co***Skills:**

Microsoft Office (Word/Spreadsheet/PP/ etc.)

Strong Computer Skills

Excellent Written & Verbal Communication

Great Organization

Fast Learner/Hard Worker

Proven Ability To Meet & Exceed Company Metrics/Goals

Type 50 WPM