

# Hailey Manglos

Loveland, CO 80538

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+1 970 619 0275

- Intelligent, articulate and dependable
- Excellent time management skill
- Problem solver, solution finder
- Detail oriented, creative logistical thinker
- Computer skills: Mac & PC Computers, Social Media, Microsoft Office Suite

## Work Experience

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### **Customer Service Representative**

Acme Distribution - Aurora, CO

December 2020 to Present

- Process domestic and international outbound orders
- IRMS
- Receive in inbound orders
- Customer service
- Answered phones
- Billing
- Inventory Audits
- Filing paperwork
- Handled several customer accounts
- Helped solve discrepancies from outbound orders
- Excel, Microsoft office suite, outlook

### **Front Line Manager**

Domino's - Aurora, CO

August 2020 to December 2020

### **Hostess**

Johnny's Italian Steakhouse - Thornton, CO

October 2019 to March 2020

- **\*\*Left due to Covid**
- Hostess
- Greeted /seated customers
- Answered phones
- Scheduled reservations
- Assisted with closing duties
- Backup for bus people
- Handled customer complaints

## **Receptionist (Contractor)**

Fringe Salon - Superior, CO

September 2019 to March 2020

- \*\*Left due to Covid
- Assisted customers with buying product & upsale
- Checked out / Checked in customers
- Cleaned salon, laundry, stocked shelves
- Answered phones
- Opened & closed the store

## **Sales Associate**

Club Pilates - Thornton, CO

July 2019 to January 2020

- Executed sales process, follow up and close
- Conducted tours of the facility
- Presented available services
- Answered phones, booked appointments, checked in customers
- Cleaned store

## **Receptionist**

Glam at the Grove Salon & Spa - Westminster, CO

August 2018 to July 2019

- Assisted customers with buying product & up sale
- Checked out / Checked in customers
- Cleaned salon, laundry, stocked shelves
- Answered phones
- Ran cash register
- Opened/closed store
- Balanced the till & sent credit card reports

## **Front-line Manager**

Dominos Pizza - Loveland, CO

- Open/Close Store
- Prep food stations
- Customer Service
- Answer phones
- Manage employees

## Education

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### **High School Diploma**

James Madison High School

May 2018

## Skills

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- Customer service

- Management
- Microsoft Office
- Cashiering
- Host/hostess experience
- Upselling
- Cash handling
- Serving
- Bussing
- Front Desk