

Jolette Munguia

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Work Experience

Customer Service Representative

Water Pik, Inc. - Fort Collins, CO

May 2022 to Present

- Warmly welcomed customers to our customer service line
- Managed 3 phone lines and facilitated over 20+ calls a day with customers and vendors
- Provided excellent customer service with helpful and friendly attitude
- Proactively memorized over more than 30+ company products and services
- Complete customer insight reports and input over 12,000 units of sensitive data

Wal-Mart Associate

Walmart - Timnath, CO

January 2021 to April 2022

- Managed the replenishment of over 500 various products to prevent customer inconvenience
- Provided excellent customer service

Education

High school diploma

Centennial High School - Laurel, MD

October 2021 to May 2022

Skills

- Packaging
- Customer service
- Communication skills
- Bilingual
- Pallet jack
- Organizational skills
- Load & unload
- Cash handling
- Merchandising
- Teaching
- Typing

- Retail sales
- Math
- Organizational skills
- Computer skills (3 years)
- Time Management
- English
- Warehouse Experience
- Inventory Control
- Data entry
- Customer service
- Windows
- Microsoft Access
- Front desk
- Phone etiquette
- Restaurant experience
- Hospitality
- Guest services
- Social media management

Assessments

Customer service — Proficient

October 2023

Identifying and resolving common customer issues

Full results: [Proficient](#)

Retail customer service — Proficient

April 2023

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Administrative assistant/receptionist — Proficient

December 2023

Using basic scheduling and organizational skills in an office setting

Full results: [Proficient](#)

Customer focus & orientation — Proficient

October 2023

Responding to customer situations with sensitivity

Full results: [Proficient](#)

Medical receptionist skills — Proficient

December 2023

Managing physician schedules and maintaining accurate patient records

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.