

# Jolyssa Rae Lucero

Hardworking employee and dedicated team worker.

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## Objectives

To obtain a customer service position within a company where I can maximize my people oriented experience, communication skills and my problem analysis and problem solving abilities.

## EXPERIENCE

### **24-7 Intouch, Aurora 80014— Call Center Customer Service Rep**

December 2017- PRESENT

Troubleshooting, Maintaining customer disputes and inconveniences while using Walmart Online shopping pickup and delivery; Offered appropriate solutions to a customers inconvenience while monitoring and taking notes in under 3 minutes.

### **Sally's Beauty Supply, Aurora 80011— Customer service representative**

November 2017- December 2017

Responsible for taking money in forms of cash or credit card. Scanned items, provides change, balances drawer, and process card transactions. Handled change deposits.

### **Serene Clean, Denver 80219— Office Assistant**

December 2016 - October 2017

Maintain office operations by receiving and distributing communications; maintaining supplies and equipment; picking up and delivering items; serving customers.

## EDUCATION

### **Emily Griffith Technical College , Denver 80203**

General Education Diploma

## REFERENCES

**Regina Duran**  
303-386-5042

## SKILLS

3 years experience in customer service.

Maintains longevity in employment.

Accountable and reliable.

Over 2 years of experience in computer and troubleshooting.

**Serena Angeline**  
720-434-4851