

Kate Cotterman

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Authorized to work in the US for any employer

Work Experience

Ship From Store Leader

Petco - Fort Collins, CO

January 2019 to November 2023

Was In charge of Picking, Packing and Shipping all online orders that came into the system. I would then organize and facilitate the shipment. As well as maintain an accurate inventory for all supplies.

Customer Service Manager

Orbital Logistics - Portland, OR

October 2013 to January 2017

Answer customer calls and emails regarding the tracking/shipment or status of packages. Utilize all software and programs used for this business. Resolve any customer issues that may involve payment or lost shipments. Manage the purchases by the company for our Assisted Purchase Program. Manage employee breaks/schedules. Maintain daily files and customer logs.

Case Manager

N.E.W - Rapid City, SD

June 2007 to February 2012

Call Center Environment with daily incoming high call queue. Resolve customer technical issues with satellite services and equipment. Maintain contact with customer and follow up after a service call to confirm that the service is working.

Education

Professional in Office Automation

BCTI - Vancouver, WA

September 1999 to August 2003

Skills

- Knowledge with all office applications. Can type 50wpm
- Customer Experience
- Call Center
- Front Desk
- Customer Service

- Office software knowledge
- Type 45wpm
- Computer skills
- Organizational skills
- Time management
- Typing
- Office experience
- Data entry
- Microsoft Office
- Communication skills
- Customer service
- Phone etiquette
- Microsoft Word
- Front desk
- Driving
- Administrative experience

Certifications and Licenses

Certificate in Office Automation

Present

Driver's License