

Kathryn Nave

Customer Service Specialist / Product Specialist

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EXPERIENCE

Mountain Rose Herbs/ Eugene, OR — Shipment Associate

August 2021 - April 2022

- *Independently fulfilled order invoices
- *Assessed invoices for lot number changes and errors
- *Operated Shipworks to process packages for shipment
- *Loaded shipment trucks with completed pallets

Eden Craft/ Salem, OR — Customer Service Representative

January 2021 - July 2021

- *Relayed company calls to management
- *Formed positive relations with merchandise vendors
- *Aided customers and vendors with questions and concerns
- *Educated customers on available products
- *Completed online orders
- *Processed products into metric
- *Updated inventory and pricing on company website

Greenforce/ Salem, OR — General Laborer

September 2020 - January 2021

- *Received positive feedback from management on efficiency and accuracy
- *Adapted to changing work sites
- *Formed positive relations with multiple work teams
- *Efficiently processed products on a deadline

Home Depot/ The Dalles, OR — Cashier

July 2019 - February 2021

- *Provided optimal Customer Service
- *Answered business phone calls
- *Processed online and call-in orders

SKILLS

- *7 Years of Customer Service Experience.
- *Optimal Organizational Skills
- *Experience with Assisting customers with questions and concerns.
- * Received positive feedback from management on Accuracy and Speed

*Completed customer transactions on a POS system

*Assisted customers with questions and concerns

*Processed inventory into database

EDUCATION

CGCC / The Dalles OR

Summer Term 2018

Courses Attended: Cultural Anthropology, Psychology, Business mathematics