

Kristina Patterson

Customer Service

Centennial, CO

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720-273-4066

Exceptional listener and communicator. Proven relationship-builder with unsurpassed interpersonal skills and a flexible team player. Experienced computer performer with software proficiency covering Mac and PC applications.

Mass Communications major

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Administrative Assistant

Crown Seating - Centennial, CO

April 2019 to September 2019

Handling office tasks, such as filing, entering purchase orders into quick books and generating work orders for production. Setting up for meetings, and recording supplies that are needed.

Secretary/Receptionist

Allstate Insurance - Castle Rock, CO

June 2018 to January 2019

Responsible for handling front office reception and administration duties, including greeting guests and offering them a beverage, answering phones, and sorting and distributing mail. Kept the office and kitchen clean, as well as the bathrooms and removed trash from all offices at the end of the day.

Was let go do to agency manager/owner wanting me to do endorsements without having my license, and I was not comfortable doing that.

Assistant Manager

StorQuest Self Storage - Parker, CO

June 2016 to May 2018

Managing a property is the same as owning it. I took care of the day to day operations, collection calls, managing accounts, and attention to detail when it came to maintenance and upkeep of the company. Maintained supplies of merchandise. Working with teammates to ensure the facility runs smoothly and taking on the Manager's responsibilities when absent.

Exceptional telephone skills, and a knack for turning telephone and walk-in inquiries into rentals on the spot.

On Site Manager

SECURCARE SELF STORAGE - Highlands Ranch, CO

October 2015 to June 2016

Responsible for the sales and marketing. Keeping the facility rented at optimum levels effectively utilizing advertising, promotional and customer relation skills as approved by upper management. Rent space, actively sell and maintain supplies of merchandise.

Accomplishments

I was rewarded a responsibility to take over a brand new store that had only been open for a year and keep it growing.

Skills Used

Managing a property on my own as well as managing my assistant manager and talking to corporate and vendors.

Delivery Driver

Anthony's Pizza and Pasta - Centennial, CO

September 2014 to October 2015

Take customers delivery orders, work on the pizza line and prep as well as wash dishes.

Hostess/Server/Cashier

Sam's Town Casino and Hotel (Smokey Joe's Cafe) - Shreveport, LA

March 2013 to August 2014

Seat customers whom choose to dine in, take drink orders and alert server they had a table. Rang up customers to go orders and get them together for the customer. Ring out customers dining tickets and tell them our standard greeting/farewell.

Caregiver

private in home for a family - Shreveport, LA

September 2010 to March 2013

Responsibilities

Help getting patient up in morning, showed and dressed for the day. Make meals and do daily chores. Help get ready for bed and make sure oxygen was working and secure in nose.

Store Manager

Blockbuster Video - Shreveport, LA

October 2006 to September 2010

At beginning of every shift count the registers and safe and record the amounts. Take care of customers questions and complaints as well as employees. At end of shift do closing paperwork and recount all registers and safe and make nightly deposit. Complete orders for the store. Make sure store was clean and all movies and games put away and ready for open of next business day.

Shift Leader

Hollywood Video - Shreveport, LA

June 2003 to September 2006

Have a five minute meeting with the closing staff about the goals for the day. Take care of customers questions and complaints as well as employees. At end of shift do closing paperwork and count all registers and safe and make nightly deposit. Make sure store was clean and all movies and games put away and ready for open of next business day.

Left the company as the store was being closed down and transitioned to Block Buster Video.

Sales Associate

Old Navy - Shreveport, LA
September 2000 to May 2003

Help customers on sales floor and in fitting rooms, answer questions they had about projects. Made sales and exchanges at cash rep. Helped with shipments and floor sets and maintained the cleanliness of the store.

Cashier

Arby's - Shreveport, LA
March 1998 to September 2000

Take customers orders and work at cash register.

Education

Insurance in Property and Casualty Insurance

Kaplan - Denver, CO
June 2018 to August 2018

Bachelor of Arts in Mass Communications/Psychology

Louisiana State University Shreveport - Shreveport, LA

Skills

I can express what needs to be done in detail over the phone or in person. I don't mind getting my hands dirty and showing how to do the job. I don't mind being hands on with training as well. What helps me the most would be my way with people and how I go about letting everyone know what and how the job needs to be done. My ability to adapt to a new environment is impeccable., CSR, Customer Care, Customer Service, Customer Support, Administrative Assistant, Outlook, Receptionist

Certifications and Licenses

CPR/First Aid

Driver's License

Additional Information

Managing a group or groups of employee's making sure we finish the job to the customers satisfaction and in an adequate and timely manner. Keep sales up and A/R's at a fluid rate are my passions.

I'm outgoing, have southern charm and love making people smile and enjoy themselves and feel relaxed. Happy customers bring in revenue.