

# Leslie Gutierrez

## **Customer Service/ Office Management**

Denver, CO 80234

[lesliegutierrez852\\_djg@indeedemail.com](mailto:lesliegutierrez852_djg@indeedemail.com)

7206128725

Hard working, reliable, skilled customer service rep. Seeking full time, consistent work with growing company.

Authorized to work in the US for any employer

## Work Experience

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### **Senior Living Server**

Legend Senior Living - Broomfield, CO

July 2019 to Present

Serve & assist residents with daily meals. Assist with food prep, cleaning, customer & residents services.

### **Customer Care Specialist**

Alliance Data - Westminster, CO

December 2017 to June 2019

Alliance Data / Comenity Bank. While employed I assisted customers with credit card problems, payments, rewards, terms, orders and various other needs.

### **CSR - Customer Service Representative**

Ted Dreschel/ Farmers Insurance - Westminster, CO

June 2014 to August 2015

Opened & Closed office, Assisted customers with all insurance needs, answered multiple phone lines, greeted customers, received payments, provided refreshments, cleaned & a lot of multi tasking. Mr. Herschel had to close his agency.

### **Receptionist**

John Elway Subaru - Thornton, CO

February 2012 to June 2014

Many clerical duties included but not limited to answering multiple phone lines, over head pages, assisted customers as well as sales associates, light house keeping, ordering, data entry, & writing tags.

### **NS/ Manager, Campus Security Officer, Office Asst.**

Adams 12 Five Star Schools - Thornton, CO

August 2009 to June 2014

Held many titles & roles while working with the school district. Enjoyed & learned a lot of clerical & customer service skills here. I became very attached & connected with my students. I opened the first community closet for students that needed clothing, supplies, snacks etc. Loved my job.

## Education

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### **Bachelor's in Health and Human Services**

University of Pheonix - Westminster, CO

January 2015 to March 2016

### **High school or equivalent**

## Skills

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- Call Center
- Customer Care
- Customer Support
- Customer Service

## Certifications and Licenses

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### **CPR & First Aid**

April 2010 to April 2014

All day classes with American Heart Association. Kept updated while working for school district.

### **Business Math & Communications**

Present

Had a course in 1994

### **Security Guard**

## Assessments

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### **Personality: Customer Service Fit — Proficient**

July 2019

Assesses personality traits that result in high-quality customer service.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/630023b90c3c5a0ebd43b49cdc69a6f3eed53dc074545cb7)

[share\\_to\\_profile/630023b90c3c5a0ebd43b49cdc69a6f3eed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/630023b90c3c5a0ebd43b49cdc69a6f3eed53dc074545cb7)

### **Problem Solving — Completed**

July 2019

Analyzing relevant information when solving problems.

Full results: [https://share.indeedassessments.com/](https://share.indeedassessments.com/share_to_profile/6ace7f72e2e4a24ad81907016f74cafdeed53dc074545cb7)

[share\\_to\\_profile/6ace7f72e2e4a24ad81907016f74cafdeed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/6ace7f72e2e4a24ad81907016f74cafdeed53dc074545cb7)

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