

Mariah Thompson

With my extensive experience of customer service and teamwork, I would like to apply myself to a profession where I can learn and grow in the field. I believe that the skills I have gathered through my education as well as my work can be an asset as I have experience in managing, problem-solving, editing, and learning a multitude of different roles and technologies at an accelerated rate.

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EXPERIENCE

StickerGiant, Longmont, CO – Customer Support Associate

July 2022 - February 2024

- Supported customers via chat, email, and phone call.
- Assisted with customer complaints, inquiries regarding product materials, payment questions, and technical support for our customer-facing website.
- Collaborated with team members to discuss solutions to customer complaints regarding their orders.
- Mathematically calculated refunds, partial refunds, discounts, and issued invoices for price increases.
- Kept a detailed log of team meeting discussions, procedures, and workarounds, as well as individually created email and chat macros for more efficient communication with customers and the Team.
- Volunteered to assist with creating new sample packs after our website release.
- Communicated with my colleagues to gather information, and documents to better help customers.
- Logged customer complaints to improve software and customer experience.
- Documented refunds, partial refunds, and sample pack requests using Microsoft Excel.
- Utilized problem-solving techniques to find solutions to technical issues on the StickerGiant website reported by customers.
- Assisted the manufacturing department in L-Sealing, where I separated customer orders into stacks and shrink-wrapped them to prepare them for shipping.
- Multi-tasked assisting customers, while also completing internal evaluations including reviews, exams, and projects to test employee knowledge.
- Adapted to new technology and procedure changes tied to switching the backend software and customer-facing website.

Qualfon, Fort Collins, CO – Elite

July 2021 - February 2022

- Received employee of the month at the beginning of 2022.
- Managed travel specialists, using resources such as queue management and request reports to maximize efficiency.
- Managed incoming calls from vendors and internal departments.

SKILLS

- Proficient use of grammar, punctuation, and spelling
- Detail Oriented
- Quick learner
- Works well in a team/individually
- Excellent at task management
- Hard worker
- Proactive

Additional Information

- Scored second highest on a Employee Knowledge Exam at StickerGiant and had above-average in-going and outgoing calls, solved tickets, chat communications and a few positive customer compliments regarding my service.
- Achieved an effective score throughout my time as an Infinite Concierge.
- Kept a GPA ranging from 3.5-4.0 attending college.
- Managed to get back office documents such as emails and travel brochures in advance, when monitoring them for errors as an elite.
- Utilized Microsoft Word, Excel, Teams, Outlook, and OneNote as well as Slack, ZenDesk, FileMaker, Magento, Admin App, Photoshop, Illustrator, and Prezi to perform basic job functions such as

- Measured productivity utilizing an end-of-shift report.
- Worked on a team communicating tasks, escalations, and other urgent or pertinent information.
- Intercepted questions about requests and incoming calls in chat.
- Gathered credit card details through call listening for transactions.
- Established concierge trust by trying to provide feedback in a timely manner and getting to know each one of my agents.
- Monitored and flagged deviations in requests, tasks, and other types of processes through email correspondence.
- Checked email and document communications for punctuation, grammar, clarity, and formatting.

evaluations, team interaction, and assisting customers.

Qualfon, Fort Collins, CO – Travel Specialist

October 2018 - July 2021

- Assisted customers in purchasing hotels, flights, ground transport, dining, entertainment, and other travel-related products.
- Authored travel brochures for the company.
- Proofread documents such as emails and travel brochures.
- Tracked purchases and cancellations using in-house software, making sure to log the details of each transaction.
- Managed outgoing and incoming calls.

Frontier, Fort Collins, CO – Customer Relations Specialist

September 2016 - March 2018

- Assisted customers with purchasing, modifying, or canceling flights, and tracked such data.
- Created vouchers for customers with complaints or kudos.
- Composed effective correspondence through email, utilizing proofreading skills such as knowledge of punctuation, grammar, and spelling.
- Responded effectively to inquiries, and complaints.

EDUCATION

UNC, Greeley, CO – Bachelors

May 2016

Major: Interdisciplinary Studies: Elementary Education with a concentration in fine arts

LCCC, Cheyenne, WY – Associates

May 2013

Major: Elementary Education Education