

Melissa Leishman, Client and Customer Service Representative

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Profile

Highly motivated, ambitious professional with strong customer service. Skilled written and verbal communication, creative problem solving, time management and multitasking. Passionate and dynamic within a team environment. Enthusiastic to learn, with a tenacious quest for assisting and caring for customers.

Employment History

Customer Service Representative, Auto Glass Now

Denver

Dec 2018- Current

- Answer incoming calls for installation.
- Order pieces of glass for incoming clients.
- Respond in timely manner to incoming emails.
- Input client information into company system.
- Maintain sales percentage.
- Credit and cash handling for clients.

Customer Service and Sales Associate, Party City

Denver

Oct 2018- Dec 2018

- Greet and assist customers with their party and costume.
- Stocking and inventory duties to ensure consumer demand.
- Efficient and responsible for multitasking during holiday rush.
- Register duties including opening and closing responsibilities.
- Cleaning and restocking duties.

Client Service Representative, Q3 Contracting and Colorado Barricade

Denver

May 2018- Oct 2018

- Setting safety signs and warnings signs.
- Direct traffic through safety zones.
- Signal coworker of oncoming traffic.
- Take down warning signs and end of shift.

Customer Service and Sales,Market Link

Thornton

Mar 2017- Apr 2018

- Take incoming and outgoing calls.
- Customize bundled or single services.
- Maintain sales percentage.
- Attend weekly training and meetings.

Caregiver, Kindred Care

Arvada

Aug 2016- Feb 2017

- Home visits and care for elderly patience.
- Care taking for patient hygiene needs including bathing, bedding and laundry care.
- Meal preparation and cooking for patient.
- Assist patience with daily task including errands.

Client Service Representative, Oasis Day Spa

Arvada

Nov 2014- Jul 2016

- Greeting and assisting clients to and from service area.
- Answering all incoming call for services and clientele.
- Appointment scheduling for treatment and service.
- Organize and maintain front desk area.
- Organize, maintain and cleaning of back lobby and stockroom.
- Set up speciality services for facial and body treatments including,lunch arrangements.
- Client check-in and out of services.
- Clerical and filing duties including client chart updates within the system.
- Cash handling for spa and clients.

Client Service Representative, Hand and Stone Day Spa

Arvada

Feb 2014- Oct 2014

- Answering all incoming calls for front desk.
- Clerical and filing of client charts and accounts.
- Assisting clients with scheduling and service needs.
- Multitasking and time management duties.
- Creative problem solving and client follow-up to ensure excellent service.
- Inventory check and stock.

Manager/ Administrative Client Service, Massage Envy

Arvada

Oct 2008- Feb 2014

- Manage and lead front desk for a team of 10.
- Instruct team in operations on company system.
- Responsible for handling all client accounts and client memberships.
- Schedule monthly meetings and set up sales goals for front desk.
- Responsible for taking inventory of supplies and ordering.
- In charge of front desk schedules.
- Handle customer complaints in timely manner.
- Schedule and conduct interviews.