

# Melissa Strobel

Parker, CO 80134

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A friendly and detail oriented professional, seeking a position with a dynamic and growing enterprise. Utilizes practical problem solving skills and effectively handles a wide range of tasks with strong detail to management and organization.

## Work Experience

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### **Pre sales / CSR**

Homesafe - Englewood, CO

April 2022 to Present

I make calls to new customers to get them into home warranty's.

### **CSR - Customer Service Representative/warehouse**

Mallory Safety and Supply - Commerce City, CO

April 2016 to Present

Denver, Colorado

- Warehouse: shipping and receiving, data entry, customer service and hazmat certification.
- Promoted to customer service representative: enter data, fill orders, and assist vendors in all areas I deal with invoicing and RMA's I take calls from customers and problem solve and find Solutions. I use P21 software as well
- April 12,2016 to current at Mallory Safety
- May 2010 - June 2015 Salvation Army Supervisor responsible for maintaining a clean, safe work environment with employees and their equipment.
- Coordinating multiple warehouse tasks such as in and out inventory, stocking and accurate pricing.
- Effective leader ship skills including verbal and written communications.
- Supervising a 40 to 50 person coed environment.
- Experience in the loading and unloading of deliveries.

### **Warehouse manager/customer service coordinator**

Tech Electronics - Thornton, CO

August 2021 to February 2022

I was in charge of the vehicles and pulling orders and answering phones. Making sure everything is in order right . I would receive and follow thru with reporting back within a timely manner.

### **Warehouse manager/ customer service coordinator**

Tech Electronics - Thornton, CO

August 2021 to February 2022

I was in charge of the vehicles and building as well. I placed orders for the office and such. I also answered phones and pulled orders, shipped thru UPS and Fed ex.

I really feel I'll fit in well I'm also always happy to help no matter the department. I'm eager to learn and I'm always looking to be my very best.

### **Stylist - Beautician**

Tapestry Hair Salon Vernon - Vernon, NJ  
May 2012 to December 2015

- \* Customer friendly beauty tip assistance.
- \* Responsible customer cosmetology procedures.
- \* Ensuring accurate hair chemistry (dyes, perms, styling products, and service time).

### **Sales Associate**

Sally Beauty Supply  
May 2003 to June 2003

### **Sales Associate**

Sally Beauty Supply - Fort Collins, CO  
June 2000 to August 2000

Fort Collins, Colorado.

- \* Cosmetology customer support services.
- \* Schedule accurate customer appointments.
- \* Inventory organization.
- \* June 2000 to August 2000

## Education

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### **GED**

Fort range community college - Fort Collins, CO  
January 1999 to June 1999

## Skills

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- Call Center
- CSR
- Customer Care
- Customer Service
- Customer Support
- Time Management
- Shipping & Receiving
- Packaging
- Load & Unload
- Order Picking
- Pricing
- Warehouse Experience
- Order Picker

- Materials Handling
- Forklift
- Pallet Jack
- Retail sales
- Leadership
- Communication skills
- Order fulfillment
- Order management system
- Management

## Certifications and Licenses

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**Cosmetology License**

**Esthetician License**

**Barbering License**

## Additional Information

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Hazmat certification

Fork lift

Cosmotology license