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CAREER OBJECTIVE

Obtain a position with a growing company that will effectively use my skills and experience

QUALIFICATIONS

- Detail oriented and strong organizational skills
- Strong oral and written communication skills
- Ability to work independently as well as in a team environment
- Effective leadership skills using positive reinforcement

TECHNICAL SKILLS

- All aspects of Microsoft including Office
- Customer Relationship Management (CRM) Software
- Epicor
- Cisco
- SAP
- Cognos
- CARS-LANDesk
- Winshuttle
- Ten-key
- IT Support
- Basic SQL design/query

PROFESSIONAL EXPERIENCE

Big O Tires, LLC/TBC - 2002 to 2016

- Warehouse Employee
 - Stocking, pulling, loading and organizing of all distributed products
- Customer Service Representative
 - Respond to incoming calls
 - Make outgoing calls for all current and forthcoming promotions
 - Research and provide answers regarding requests for tiresAssistant to Equipment manager
 - Procure equipment; anything from large shop equipment to small tools
- Supervisor, TBC Contact Center
 - Assist with the development of a consolidated contact center
 - Hire and train new/existing employees
 - Provide disciplinary action to employees
 - Provide employee appraisal evaluations
 - Prepare employee schedules
 - Maintain knowledge base, moral, and instill confidence amongst team members

- Ensure all issues brought to CS are quickly and properly handled
- Merchandising Analyst
 - Maintain tire pricing within specific markets to increase sales
 - Maintain and change stock plans for individual stores
 - Create and maintain spreadsheets providing information regarding changes
- Purchasing Analyst (Tires)
 - Maintain positive relationships with assigned vendors
 - Analyze and verify warehouse inventory and re-order as needed
 - Initiate the use of OneNote within the department
 - Create and maintain spreadsheets providing information regarding changes

Safeway – April 2016 – July 2016

- Fuel Station – Part Time
 - Clean and maintain dispensing devices (outdoors/indoors)
 - Maintain and organize consumer bought products
 - Assist with any/all consumer requests i.e. customer service
 - Closing station – recording daily transactions, cleaning, inventory control

American Income Life – May 2016 – August 2016

- Financial Services – Licensed Colorado Life Insurance Producer
 - Field Underwriter
 - Maintain client list
 - Schedule and complete visits
 - Make outgoing calls to ensure preset appointments

Fikes Denver Inc – August 2016 – October 2016

- Sales
- Customer Service
- Marketing
- Service
 - Quality Control
 - Maintenance

ID WatchDog/Equifax – May 2017 – August 2018

- Identity Theft Protection and Credit Monitoring
- Customer Service Representative
 - Quickly respond to incoming calls
 - Advise customers of new account alerts or issues
- Train and Mentor new hires
- Mailroom support