

Patience Edwards

Fort Collins, CO 80528

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Authorized to work in the US for any employer

Work Experience

Job Manager

Bentley's PaintNTrim - Loveland, CO

February 2020 to Present

- Finding and bidding on contracts
- Putting in work orders for employees
- Inventoried spreadsheets
- Booked appointments for clients
- Resolved customer issues
- Conducted customer service surveys
- Managed customer accounts
- Greeted customers
- Handled reservations

Reset Merchandiser

SAS Retail Services - Loveland, CO

November 2021 to March 2022

- Proficiently read planograms
- Checking and printing new SKU's
- Staging products
- Removing over stock
- Make accurate and detailed report of work done each day
- Stocking shelves

Inventory Associate

WIS International - Loveland, CO

May 2021 to December 2021

During my time working at WIS International my main responsibility would be to accurately record inventory and relay the information to the retailer as well as helping stage products to match the planogram the store issued.

Flagger/Traffic Control Supervisor Assistant

Lightfield Enterprises, Inc. - Fort Collins, CO

May 2018 to December 2020

Working at Lightfield enterprises my main responsibility was to communicate with the various company's we had contracts with to see where they would be working and what they would be doing so I could make the appropriate road plans to be sent in and approved by the city. Additionally my responsibilities

included actually physically setting up road work signs, lane closures etc and when necessary be out on the road directing traffic by hand.

Customer Service Representative

BMW Group - Fort Collins, CO

January 2016 to June 2019

- Managed customer accounts
- Greeted customers
- Conducted customer service surveys
- Handled reservations
- Resolved customer issues
- Booked appointments for clients
- Collected and documented orders

Customer Service Representative

Pizza Hut - Loveland, CO

October 2014 to December 2018

- I dealt allot with Customer service taking complaints and also fixing the situations to ensure we didn't lose customers.
- Addressed the customers concerns and complaints and to ensure the situation wouldn't reoccur.
- I was responsible for training all new Customer Service Representatives and educated them on how to deescalate frustrated customers.
- Doubled our sales numbers within the time I worked there and cut the amount of customer complaints in half.

Auto Detail Manager

BMW Group - Loveland, CO

January 2016 to February 2018

I was in charge of detailing cars as well as buffing out scratches when necessary, repainting and doing upholstery pretty much anything that had to do with aesthetics. Also preparing them for sales floor and providing customers that are leaving their vehicles with us with transportation and also transporting sold cars to the clients home

Education

GED

Skills

- Inventory control
- Produce
- Forklift
- Shipping & receiving
- Sales
- Leadership

- Team management
- Customer service
- Detailing
- Communication skills
- Creative writing
- Typing
- Phone etiquette
- Upselling
- English