

# Pauline Sanchez

Brighton, CO 80601

[paulinesanchez74\\_rxn@indeedemail.com](mailto:paulinesanchez74_rxn@indeedemail.com)

+1 720 520 7343

- Reliable Customer Service Representative with extensive track record in demanding sales and account management environments. Strong presenter, communicator and problem solver working effectively and productively with diverse customers and individual needs.

## Work Experience

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### **CSR - Customer Service Representative**

Fortress Self Storage - Brighton, CO

February 2021 to Present

Greet Customers

Take online and walk in reservations to lease storage units.

Maintain property grounds by cleaning empty storage units.

### **Customer Service Representative**

Copart - North - Brighton, CO

January 2020 to May 2020

- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Fielded customer complaints and queries, fast-tracking them for problem resolution.
- Evaluated customer account information to assess current issues and determine potential solutions.
- Documented conversations with customers to track requests, problems and solutions.

### **Night Dispatcher**

Johns Towing Service - Aurora, CO

July 2019 to December 2019

- Communicated with individuals within inbound call center setting to complete dispatch support for calls.
- Tracked all changes in computer system to keep records current and accurate.
- Quickly determined locations and needs for high volume of hourly callers to accurately send tow drivers for assistance.
- Scheduled and dispatched over 100 daily roadside assistance calls based on caller locations and available employees.
- Supervised driver dispatching, route planning and vehicle tracking for over 8 tow drivers.

### **Amazon Delivery Driver**

Delivero! Global - Aurora, CO

June 2018 to June 2019

- Handled merchandise in accordance with product handling standards.
- Completed daily pre-trip inspection checklist before first delivery.
- Located and selected merchandise to verify against delivery sheet specifications.

- Delivered rush merchandise on tight schedules to meet customer targets.
- Grouped and routed deliveries according to designated areas to maintain efficient delivery times.

### **Exhibitor Services Representative**

Coast to Coast Trade Show Services - Denver, CO

March 2016 to May 2018

- Assessed customer needs and upsold products and services to maximize trade show supply sales.
- Asked probing questions to determine service needs and accurately input information into electronic systems.
- Determined accurate prices for trade show customer services, consistently searching for deals and best prices for customers.
- Collected, monitored and evaluated customer requirements to achieve desired delivery time and order fill rates.
- Kept detailed records of customer accounts, including actions taken, issues resolved and freight cargo.
- Worked with external YRS representatives to address customer freight needs.
- Implemented online ordering by using software

## Education

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### **In process of getting Associates**

### **High school diploma or GED**

## Skills

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- Problem-solving abilities
- High-energy attitude
- Inbound and outbound calling
- Freight operations
- Adaptive team player
- Shipping and receiving understanding
- Warehouse Experience
- Account Management
- Delivery Driver Experience
- Driving
- Computer literacy
- Sales
- Customer service
- Time management
- Typing
- Microsoft Office
- English
- Microsoft Outlook

- Cash handling
- Landscape maintenance
- Purchasing