

Rachel MacKenzie

Estero, FL 33928

rachelmackenzie66_5xx@indeedemail.com

+1 239 350 8364

- I have been working customer service and administration full time for the last 6 years.
- Ability to be directed or to work on my own.
- Goal-oriented individual with strong leadership capabilities.
- Organized, highly motivated, and detail-directed problem solver.
- Proven ability to work in unison with staff, clients, customers, upper management & vendors.

Authorized to work in the US for any employer

Work Experience

Office Manager

Chelsea Home Furniture - Fort Myers, FL

June 2020 to Present

I oversee day-to-day operations for an E-commerce company. I have the skills to work and manage in shipping, billing, and customer support departments.

- Maintain and supervise office operations
- Communicate with clients
- Supervise office staff
- Process orders and billing on a daily basis
- Maintain office supply inventory

Customer Service Representative/Sales

Dealers Greatest Assets - Bonita Springs, FL

July 2019 to June 2020

Customer service and sales agent in a fast-paced environment. I answered customer service calls and made sales calls for a virtual BDC working for multiple car dealerships. I took courses in using CRMs, customer service, and sales training before I was able to take on this job.

Front Desk Receptionist

Sam's Club - Fort Myers, FL

2017 to 2019

It was a very fast-paced customer service based environment and I worked at the front desk. Selling and up-selling memberships and credit cards, as well as helping customers resolve any issues they may have had.

Education

High school or equivalent

Riverdale High School - Fort Myers, FL

May 2015

Skills

- Customer Care
- Customer Service
- Call Center
- Telemarketing
- Outbound Sales
- CRM Software
- Front Desk (3 years)
- Upselling
- Office Management
- QuickBooks
- E-Commerce

Assessments

Reliability — Highly Proficient

January 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Attention to Detail — Proficient

February 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Proficient](#)

Working with MS Word Documents (Basic) — Highly Proficient

June 2020

Measures a candidate's knowledge of basic Microsoft Word techniques for word processing, including the use of tools to format or edit text.

Full results: [Highly Proficient](#)

Customer service — Proficient

June 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.