

RuthAnn Sanchez

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Objective	Highly motivated and detail-oriented individual with strong ability to add value to an organization. Build meaningful communication lines to become the very best employee I can be, and to do my very best to positively impact whomever I encounter
Skills & Abilities	Service Titan Microsoft Word Excel Outlook BI Analytics Oracle EBS QRyde Genysse's Phone System Previous Inventory Management Excellent Communication Skills
Experience	Customer Service/Scheduling Present- August 2025, Transdev Answer incoming calls Schedule transportation Dispatching/ Customer Service June 2021- August 2025, Summit Heating and A/C Answer incoming calls Book service calls Book installation appointments Reply to emails and Yelp leads Process payments through Clover payment systems, and Simple Swipe Make files for customer data/info Apply for permits through City and Counties in Colorado Schedule Inspections for permits Filing all customer data folders- electronically or paperwork organization DocuSign familiar Territory Representative May 2019- 2021 Deckers Brands

	Answers inbound calls from dealers, sales representatives, and in house departments in order to assist and research various questions in a timely manner Processes orders, returns, modifications, credit memos, and debit memos for dealers and sales representatives Communicates order book status to sales in form of weekly, and monthly report Partners with Customer Financial Services and the DC to release orders for processing as needed Call Loop Representative May 2018- May 2019, Deckers Brands Answers inbound calls from dealers, sales reps, and in house departments in order to assist and research various questions in a timely manner Processes orders, returns, modifications, credit memos, and debit memos for dealers and sales representatives Assists the Call Loop Lead with research and processing of the DC Refusal and Return Modification Logs. Customer Service Representative Sept. 2017- May 2018, Deckers Brands Building tickets for every call. Track packages. Submit requests for lost or stolen packages Place orders Respond to customer emails. Provide excellent customer service Chat and Email Requests Training of new reps Special Project (Back Office for 4 months)
References	Monique Palato-Cisneros (720) 936-0098 Luis Najera (720) 878-5650