

Samantha Robbins

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To secure a position with a well-established organization with further advancement opportunities, in hopes it will lead to a lasting partnership.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Retail Merchandiser

CROSSMARK - Aurora, CO

January 2022 to Present

Retail merchandiser

execute assigned tasks from various clients accounts with in the super targets located in Aurora and surrounding areas

Experience in working through various mobile application (accepting requests reporting work completed submitting photos work completed in store ensuring work request are completed by the deadline of client reporting hours worked and submitting timesheets weekly)

Building relationships with store department managers through communication reliability (2-3 visits weekly) open to carry out any requests made from store department managers or employees a willingness to assist attitude

Supervisor

EXXON TIGER MART - Aurora, CO

March 2019 to Present

Cash handling

Product counts

Price changes

Ordering products

Store cleanliness

Submitting service calls and emails ensuring they are completely timely customer satisfaction and taking steps necessary to correct or address customer Complaints/concerns.

Front End Lead

Harbor Freight Tools USA, Inc. - Aurora, CO

December 2018 to August 2020

Assist front end associates with:

Change request

Overrides (answering any questions front cashier's my have regarding company return policy and guidelines)

Handling customer complaints

Ensured associates took lunch and breaks

Cash counts at store closing or opening depending upon shift.

Daily safe counts

Ensured that front cashier's drawers were balanced actionable dependent on overage or underage

Maintained an accurate cash counts of the safe after performing vault drops

A on the Job Trainer for New Hires

Nelnet - Aurora, CO

November 2014 to April 2016

Side by sides with new hire agents on the floor out of a classroom setting to help them achieve more confidence

Walk the floor being available to answer questions from CSR'S when help desk queues we're over 3minutes

Providing feedback and coaching new agents

SuperValu Customer Service

Supervalu - Aurora, CO

November 2013 to May 2014

Data entry

Scheduling deliveries/rescheduling deliveries with grocery store mangers

Crediting accounts accounts when needed due to recalls or reordering products due to recalls

Performing regular Follow up calls answering emails or faxes

- Managed customer accounts
- Conducted customer service surveys
- Handled reservations
- Resolved customer issues
- Booked appointments for clients

Customer Retention Specialist

Dish Network Customer Call Center - Northglenn, CO

December 2009 to October 2013

Tech Support line

Side by Side mentor for new CSR's

Retention escalations

Sales

Store Associate/Cashier

Walgreens - Aurora, CO

July 2007 to December 2009

Cashier

Stocking

Photo lab tech

Price chan

Resets

Education

High School Diploma

William Smith High School

June 2008

Middle College

Skills

- CUSTOMER INQUIRIES
- CUSTOMER SERVICE (6 years)
- CUSTOMER SERVICE TRAINING
- PROBLEM RESOLUTION
- BILLING
- Mentoring
- Technical Support
- Cashiering
- Cash Handling
- Help Desk
- Logistics
- POS
- Troubleshooting
- Store management
- Retail management
- Merchandising
- Planograms

Additional Information

Skills:

- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty
- Handle customer inquiries, complaints, billing questions and payment extension/service requests. Calm angry callers, repair trust, locate resources for problem resolution
- Completed extra customer service training to learn ways to enhance customer satisfaction and improve productivity
- Work in teams and in a self-directed environment
- Deliver outstanding service, exceed expectations and build long-term loyalty
- Researching difficult issue to resolve the customers concerns