

Sandra Schell

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OBJECTIVE

Objective: Primarily interested in obtaining a factory/warehouse position where my skills can be utilized with my experience. I am also extremely experienced with customer service in which I will be more than willing to obtain a career in if the match is right.

EMPLOYMENT HISTORY

Beauty consultant & call agent

Qualfon

March, 2016 —

Bare Escentuals

- Beauty consultant/call agent
- Answer inbound calls to assist with customer needs/issues
- Guides customers with product recommendations for each customer skin concerns or area of product interest
- Assists customers with their subscriptions/memberships customizing each to be special and unique for customers wants/needs
- System expert per accounts requirements
- Knowledgeable with phones; answering, transferring, callbacks
- Types 55 wpm
- Adjusted extremely quickly with the new systems that launched in the account in Feb 2017 and became expert with all appropriate knowledge
- Received first Kuddus certificate July 2016 and have earned 5 additional stars each star representing a Kuddos (Kuddos call is a customer requests to recongnize the agent they have been speaking with that stood out to them during their phone call)

Line Lead

Magpul

April, 2015 — January, 2016 (9 months)

- Lead production line to success/kept line motivated
- Produced MBUS sights
- Filled out necessary paperwork daily
- Trained new line members how to produce sights efficiently and appropriate time management
- Communicated effectively with upper management about line progress, goals, issues, ect.
- Met daily requirements

(No title)

Mobility Transportation

October, 2014 — December, 2014 (1 month)

Driver

- Transported clients to and from their appointments
- Operated wheelchair van; strapped wheelchairs down
- Recorded time of arrival/mileage
- Helped out in the office with office work/appointment setting/conformation calls/sorted gas receipts
- Held my physical driver exam certificate

Care Giver & Driver

Westminister, CO

May, 2014 — September, 2014 (4 months)

- Assisted residents with their daily needs; dressed them, toilet, ect.
- Escorted residents to their location needs and to meals
- Transported residents to and from dr. appointments

Housekeeper

Wyoming Medical Center

August, 2013 — April, 2014 (7 months)

- Clean; daily patient rooms.
- Clean; discharge rooms.
- Worked in a fast pace, busy enviroment
- Communicated with various staff members about status of cleaned rooms.
- Communicated with patients and helped them meet their disinfecting needs.

Crew Trainer

McDonalds

July, 2012 — March, 2013 (8 months)

- Trained new crew members.
 - Communicated with the team and reported to the managers
 - Worked in a fast paced environment
 - Used my customer service skills to meet customer needs
 - Experted every area of work duties; cashier(drive-thru and front); line prep; meat prep/grill; hand out; fries; ect
- Certifications/Achievements:
- 9+ years in customer service
 - Leadership experiance
 - Expert computer knowledge

EDUCATION

(No school name)

(No school name)

Last updated on 2017-06-04