

Sandra Smith

Operator

Saint Paul, MN
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Willing to relocate to: Minneapolis-Saint Paul, MN
Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Representative/Call Center

Sportsman's Guide - October 2014 to February 2015

Responsibilities

High volume incoming calls regarding customers orders and accounts, initiated investigations on not yet received orders, performed refunds and exchanges, exercised good judgement calls, delivered a high level of customer service all while remaining efficient, assertive, compassionate, and meeting daily goals.

Operator

Cerida- AnswerNet - 2012 to 2012

Answered phones for 9,999 different clients

- Relayed specific information detailed on the screen with every new caller
- Took detailed messages based on clients requests, relayed them appropriately
- Made follow-up calls to ensure messages were delivered in a timely fashion
- Assured information was up-to-date and accurate

Money Center Cashier

Walmart - 2011 to 2012

Processed and cashed payroll and government check

- Processed different types of bill payments
- Demonstrated knowledge of Federal and corporate laws and regulations
- Provided customer service while up selling

Resident Council Leader

YWCA Transitional Housing Program - 2010 to 2012

Expedite resident council meetings

- Attend community meetings and events
- Confront resident issues and concerns and find possible resolutions
- Participate in showing of rental units

Administrative Assistant

Berg Professional Staffing - 2010 to 2010

Answer incoming calls and direct calls to proper locations

- Data Entry
- Performed basic office duties

Administrative Assistant Intern, Department of Employment and Economic Development

Saint Paul Workforce Center - Saint Paul, MN - 2010 to 2010

Greet and assist clients

- Referred clients to in house counselors
- Signed customers up for workshops
- Answered phones
- Provided excellent customer service

Customer Service Representative

Xcel Energy - Roseville, MN - 2007 to 2008

Communicated information to customers clearly and accurately daily

- Researched accounts, answered questions, and worked with new customers
- Handled customer inquiries and complaints
- Handled large call volume while maintaining accuracy, efficiency, and a positive and friendly attitude

EDUCATION

Certificate

Crown College Saint Bonaficious
2010 to 2010

General

Saint Paul College - Saint Paul, MN
2000 to 2001

High school Diploma

Right Step Academy - Saint Paul, MN
1997 to 2000

SKILLS

Microsoft Office, Microsoft Word, Microsoft Excel, Microsoft Outlook, Microsoft Powerpoint, Microsoft Publisher, Microsoft Powerpoint

CERTIFICATIONS

Professional Office Administrative Certificate

ADDITIONAL INFORMATION

- Over 10 years of excellent customer service
- Interacts easily with the public; collaborates easily with co-workers, and works well independently
- Maintains a high level of patience and works well under stress
- Demonstrates the ability to multi-task
- Strong written and verbal communication skills
- Friendly and detail oriented with great organizational skills

Technical Skills

Proficiency in Microsoft Word, Publisher, Outlook, and Power Point