

Sarah DeSantis

Experienced Customer Service/Administrative Support

PO Box 120
Frederick, CO 80530
sarahndesantis@gmail.com
(720) 879-3307

EXPERIENCE

Customer Service Assitant/Claims Specialist

Metal Sales Manufacturing Corporation, Longmont, CO
August 2015 - July 2024

- Managed customer accounts, resolving issues via phone and email.
- Data entry and management of multiple email accounts.
- Processed claims and credits, ensuring customer satisfaction.
- Utilized inbound call center experience to address inquiries and orders.

Customer Order Specialist

The Home Depot, Boulder, CO
June 2009 - July 2015

- Handled incoming and outgoing customer calls and email support.
- Followed up on special orders and installations, ensuring customer satisfaction.
- Managed high-priority incidents and escalated issues for timely resolution.

Special Services Associate

The Home Depot, Thornton, CO
October 2005 - June 2009

- Administered incoming and outgoing store calls, managed will call and delivery logistics.
- Resolved customer issues and handled credit card services.
- Ensured vendor special orders were followed up and completed.

EDUCATION

Fullstack Coding Bootcamp

University of Denver, Denver, CO
October 2022 - April 2023

Attended - no degree

University of Colorado Denver, Denver, CO
August 2002 - May 2005

OBJECTIVE

To leverage my customer service and administrative skills in a challenging role that values clear communication, problem-solving, and organizational abilities.

SKILLS

Extensive customer service and customer resolution experience.

Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook).

Clear communication and timely issue resolution.

Quick learner, adept at multitasking and organizational tasks.

LANGUAGES

English (fluent)

ADDITIONAL INFORMATION

Refrences available upon request

High School Diploma

Frederick Senior High School, Frederick, CO

1998 - 2002