

Sarah E. Hirsch
720-326-5580
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SKILLS

Sales/Customer Service - Team Oriented - Proficient in Word/Excel/Power Point/CRM/Database/Outlook
- Reliable - Goal Oriented - Honest - Multitasker - Professional - Self motivated - Research

EXPERIENCE

All Pro Shipping / 9220 Teddy Lane Unit 2000 Lone Tree, CO 80124

Customer Service Representative 1/11/2021-9/27/2023

Responsible for providing unprecedented customer service in a fast paste shipping company, ensuring the safe delivery of live animals. Worked closely with Premier agents at FedEx, to understand all aspects of their system, understanding job related verbiage, and expediting requests. Researched to become knowledgeable on species of animals any all other pertinent information needed. Respond quickly and effectively to a high volume of mails and phone calls. Write proficient emails, newsletters, and template responses for the team to utilize. Assisted writing train manual and training of new employees. Aided the accounting department with running reports and configuring shipper's discounted rates.

Comedy Works / 1163 S. Cherokee St. Denver, CO 80223

Sales Associate 3/23/19 – 3/11/2020

Main responsibilities are reserving parties and dinners for comedy shows using our promotional offers, through unsolicited tele-sales. I work with a fantastic team to obtain larger goals and I am focused on my daily goals. I manage confirmations, updating guests on upcoming shows, adapting to suit the needs of our guests, superior customer service, correct data entry for several programs, high call volume, high party bookings per day and other responsibilities. I am professional and take the time to ensure my guests are well taken care of.

Angel Concept / 2510 W Main St, Littleton, CO 80120

Sales Associate 8/17/18 - 2/1/2019

Responsible for providing exceptional customer service in this not-for-profit specialty gift store, ensuring the store is well organized and properly merchandised as well as creating attractive merchandise displays, assisting customers with product selection and handling purchases. Contributed as a team player helping with receipt, pricing and storage of merchandise. Relied upon to create an enthusiastic and positive work environment.

EDUCATION

Art Institute of Colorado Audio Production 2016 - 2018

Southeastern University Music/Psychology 1998/2002

Florida Institute of Animal Arts Professional Pet Stylist 8/2003 – 12/2003

Student Achievement Award

Student Recognition Award

Career Start Contest Participation Award

REFERENCES AVAILABLE UPON REQUEST