

Sarah Ziker

CUSTOMER SERVICE & OPERATIONS

Boulder, CO 80301

slziker@gmail.com

574-292-3759

Technical proficiency in Social Media, Microsoft Office, and G Suite. Skilled in collaborating with all members of the organization to achieve business goals and client and employee satisfaction. Instrumental in improving processes and implementing analytical solutions. Driven customer services professional with experience in operations, management, leadership, analysis, and planning.

Authorized to work in the US for any employer

Work Experience

Customer Service and Training

Ziker Cleaners - Mishawaka, IN

July 2016 to July 2017

Developed and implemented new analytical tools for increased problem solving having a quantitative result in a major customer issue.

- Designed and lead groups of industry competitors and customers through a tour of the new production facility.
- Liaison between the production and retail staff producing analytics and presenting information and solutions during the weekly leadership meetings.
- Learn all jobs in every department of the company to learn the business and gain respect.
- Collaborated with leadership team and GM weekly to make integral company decisions.
- Created an online training program with a multiple choice quiz resulting in higher rates of successful learning and retention.

CUSTOMER SERVICE & OPERATIONS

SIMPLE ENERGY - Boulder, CO

2014 to 2015

- Responded to tickets on Zendesk regarding troubleshooting the online marketplace and logins.
- Developed positive relations with vendors, banks, credit card companies, postal service, local restaurants, and more.
- Managed AR, incoming mail, incoming checks, new hire profiles (HR), ordering lunch weekly, stocking office supplies, and more.

Education

Bachelor's

Skills

Customer Service, CSR, Bilingual, Customer Care, Zendesk, Google App Launcher, SEO

Links

<http://linkedin.com/in/sarah-ziker>