

Sasha Toribio

Sales/Customer Service

Thornton, CO

Sasha.toribio@gmail.com

3039947366

Authorized to work in the US for any employer

Work Experience

Tax Preparer

Self-Exmployed - Northglenn, CO

February 2016 to Present

Prepare taxes for clients. Market and provide customer solution from beginning of transaction to end.

Tax Preparer

Jackson Hewitt Tax Service - Wheat Ridge, CO

December 2015 to February 2016

Direct Manager: Tobie Mclarty (Area Coach Denver)

Prepare tax returns for customers, gather and data entry all information correctly, give customer resolution and time frame of tax return processing.

Cashier/POS transactions.

Sales Representative/Customer Service

Beeson Decorative Hardware and Plumbing - High Point, NC

July 2014 to February 2015

Direct Manager: Landon Darr (General Manager Decorative Division)

Showroom Greeter

- Welcome and direct customers to staff member requested.
- Assist customers with general product questions.
- Perform monetary transactions.
- During order pick-ups advise warehouse of items needed and close invoice.
- Perform initiation/ end of day process for cash drawer.

Showroom Sales

- Assist walk-in/appointments/phone customers with any questions regarding all lines of products sold in showroom.
- Calculate company cost on special orders needing to be shipped from manufacturer's warehouse.
- Call/email manufacturer to verify cost, msrp, lead time, freight in/out and availability of product, as well as any customer specific questions needing to be answered.
- Use cost and MSRP price to provide customers with quote using appropriate discount if applicable.
- Once order has been approved and purchased, track its status and resolve any issues that arise.
- If order is for pick up and not drop shipped directly to customer, verify that it has been staged correctly and that all items are accounted for finally contact and advise customer to pick up.

- Attend twice weekly training sessions from sales representatives of manufacturers sold as well as online courses.
- Attend weekly and monthly meetings to discuss upcoming promotions, events, changes, new lines acquired, inventory forecasting/ supply and demand.

Team Leader

Convergys Corporation - Tamarac, FL
 March 2012 to September 2013

Direct Manager: Kevin Weiner (Operations Manager)
 Bilingual Sales & Service Rep

Provide outstanding customer service experience using adequate call mechanics & procedures.
 Find resolution for customer's current and future needs.

Transition Coach/ Floor Support

Ensure questions and concerns are answered and agents have the tools available to succeed out on the production floor taking calls and helping customers.

Assist agents with any policy/procedure inquiries.

When escalation during calls arise first response to assist customers as well as agents and de-escalate situation.

Team Leader/ Supervisor

Collect and analyze data pertinent to teams success, (i.e. customer survey scores, sales, duration of calls & quality sessions.)

Deliver at least three coaching sessions per day using proprietary tactics, (i.e. listen to agents' calls and provide feedback.)

Present upper management with strategies/ resolutions to make team and project more successful.

Attend client/ team meetings

Client: receive feedback to deliver to agents, review new promotions, policies, and procedures.

Team: give agents feedback; advise them of new promotions, policies or procedural changes.

Implement rules and regulations, and make sure agents are adhering to such.

Go over agents schedule to make sure they are adhering, find/resolve any outspoken liars with attendance discrepancies as well as excess tardiness, long breaks/lunches

Education

Some College in Accounting

Broward College - Hollywood, FL
 August 2010 to May 2011

High school or equivalent in Standard

Charles W Flanagan High School - Pembroke Pines, FL
 August 2004 to May 2008

Skills

CLERICAL, DATA ENTRY, Sales, TELECOMMUNICATIONS, Tax Preparation, Experienced, Bilingual

Additional Information

Areas of Expertise: Telecommunications, Broadband, Clerical and Data Entry, Sales and Customer Service.