




SHANNA DOWGIERT

OPERATIONS/CUSTOMER
SERVICE

CONTACT

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CAREER OBJECTIVE

Full Time

Hardworking professional with 10 plus years of experience and a proven knowledge of back office operations, administrative support and customer service. Aiming to leverage my abilities to successfully fill the Customer Service role at your company.

EXPERIENCE

February 2022 - November 2022

Sales Associate

Front Range Cabinets of Denver, LLC., Denver, CO

- Promoted benefits of store credit cards or customer loyalty programs to encourage repeat business.
- Used product knowledge for handling objections.
- Performed cleaning tasks, keeping store neat and organized.
- Alerted management to potential security issues, supporting loss prevention and reducing shrink.
- Followed up with customers after sales, keeping retention levels high and capitalizing on cross-selling opportunities.

January 2014 - January 2021

Operations Supervisor/Field Service Supervisor

Masco Cabinetry, Denver, CO

- Maintain compliance with company policies and procedures
- Ensure that Operations office is kept in standard working order; all files are set to company standards, and work area is clean, organized and audit ready at all times
- Planning, coordinating, directing, and managing the daily activities of the assigned work by supervising the staff members
- Timely completion of all generated paperwork, demonstrating the appropriate amount of urgency with all deadlines
- Timely communication to management of all corporate, associate and customer issues
- Support Front End operations as needed
- Manage daily incoming and outgoing communication to the home office, regional office, and others as needed
- Coordinates, monitors and improves fields service activities
- Provides supports and guidance to service personnel who perform on-site routine services including installation, maintenance, and repair
- Maintains all forms of correspondence with the client on job status and completion
- Mediates process
- Resolves issues

February 2011 - February 2014

Account Manager/Installation Coordinator/CSR

Primera Interiors Inc, Centennial, Co.

- Job Specifications & Communication
- Identifies client requirements
- Determines schedule availability
- Promotes services
- Defines process and related materials
- Acquires customer paperwork
- Mediates process
- Resolves issues
- Communicates job status,
- Obtains personalization signs offs and performs customer required data audit

April 2010 - February 2011

Administrative Office Assistant/Installer/Service Tech

Front Range Cabinets of Denver LLC., Denver, CO

- Answer multiple phone lines Routed delivery trucks to specific destinations daily Maintained leads, quotes and orders Assisted in all front office duties Ordered parts as they were needed Maintained correspondence via e-mail, fax and phone, Olde Time Cabinets and Furniture

January 2005 - April 2010

Administrative Assistant/Service Tech

Olde Time Cabinets , Strasburg, CO.

- Answer multiple phone lines
- Daily, quarterly, and yearly filing
- Data entry
- Maintained correspondence via fax, phone and e-mail with multiple vendors o Windows Office o Excel o Outlook
- Utilized financial reporting software to generate financial statements and create reports.
- Established professional and collaborative working relationships with company associates and external parties.
- Screened incoming telephone calls, routing to appropriate personnel.

EDUCATION

Golden High School, Co.

Associates Degree In Universal Studies

Eastern New Mexico University Collage

SKILLS

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- ERP Systems
 - Accuracy and Efficiency in Documentation
 - Cultivating Productive Relationships
 - Operational Efficiency and Safety
 - 5S Principles
 - Key Performance Indicators (KPIs)