

Shannon Mcconathy

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I am excited about the opportunity to further my career with Republic Services' while learning about different aspects of the business. I am a reliable, focused, hard working individual with a proven track record in consistency and look forward to bringing my positive outlook and enthusiasm to new areas of the company.

Authorized to work in the US for any employer

Work Experience

Account Specialist/Customer Service

Republic Services - Fort Collins, CO

March 2020 to Present

- Knowledgeable about the waste services industry the processes, services and policies.
- Timely and accurate responses to routine customer service calls, ensuring that customer issues and concerns are treated in a respectful and professional manner.
- Effectively responds to routine issues including service level changes, billing questions, service cancellations, price increases and equipment issues.
- Return all internal and external calls and emails in a timely manner to ensure that customers' concerns are understood, addressed and resolved in an efficient and complete manner as possible.
- Enter service and route data into computer for billing and route scheduling purposes.
- Log information about customer service interactions into systems; update in a timely and accurate manner so that associates are able to track services inquiries and resolution.

Assistant Service Experience Manager

Nordstorm Rack - Fort Collins, CO

October 2018 to February 2020

- Deliver excellent service to ensure high levels of customer satisfaction.
- Motivate the register and floor teams to meet sales objectives by training and mentoring staff.
- Assisting the manager in organizing, planning and implementing strategy in accordance with company policy.
- Create business strategies with the management team to attract new customers, expand store traffic, and enhance profitability.
- Ensure store compliance with company policy and safety regulations.
- Effectively schedule the team to meet business needs and store traffic.
- Ensure store schedules and objectives are met by the employees.
- Work with the inventory team to ensure store shipments were processed quickly and accurately.
- Set and Merchandised new product in accordance with the Smart Guide
- Coordinate store operations in the absence to the store manager. (Manager on Duty)
- Key holder.

Sales Associate and Store Operations Specialist

Sierra Trading Post - Fort Collins, CO

September 2014 to October 2018

- Administered all point of sale opening and closing procedures.
- Guided customers in choosing items that reflected personal style and shape.
- Explained information about the quality, value and style of products to Influence customer buying decisions.
- Planned and lead preparation for new merchandise on the sales floor, truck unload, freight flow, display assembly, ticketing, and stocking tasks for the backroom team.

- Replenished floor stock.
- Received and processed shipments to ensure product availability for customers.
- Prepared and processed outgoing shipments.
- Instrumental in developing new backroom processes and standards
- Operated a cash register to process cash, check and credit card transactions.
- Placed special orders and called other stores to find desired items.

Assistant Manager

Ann Taylor Loft - Loveland, CO

October 2005 to March 2006

- Assisted the Store Manager
- Recruiting, interviewing and hiring
- Scheduling
- Data Entry
- Set daily goals
- Received and processed freight
- Merchandising
- Upholding key sales metrics
- Mentoring and coaching the store team

Customer Service

Mervyns - Fort Collins, CO

May 2000 to October 2005

- Served as a customer service representative in a fast paced retail environment.
- Responsible for the supervision of a small group of employees and delivering superior service.
- Answering a multi-line phone
- Receiving and Processing daily shipments
- Merchandising
- Following a set floor schematic
- Preparing daily deposits and sales audit information for a million dollar retail store.

International Shipping Clerk

Caliber Logistics/ Fed Ex Supply Chain Services - Fort Collins, CO

September 1998 to May 2000

- Responsible for order accuracy and the timely shipping of dental products to overseas customers.
- Maintaining a professional relationship with both the production units and the customer service personnel.

Assistant Manager

Jay Jacobs - Fort Collins, CO

January 1996 to April 1998

- Assisted the store manager in running a specialty store.
- Recruiting, Interviewing and Hiring
- Scheduling
- Freight receiving and Processing
- Merchandising
- Delegation of tasks to the floor team

Education

High school or equivalent in Consumer Science

Colorado State University - Fort Collins, CO

High school or equivalent

Poudre High School - Fort Collins, CO

Skills

- Customer Service (10+ years)
- Receptionist (10+ years)
- Retail Sales (10+ years)
- Logistics
- Customer Experience (10+ years)
- Front Desk (5 years)
- Microsoft Office (3 years)
- Computer Skills
- Scheduling
- Time management
- Computer literacy
- Cash handling
- Store management
- Retail management
- Merchandising

Assessments

Management & Leadership Skills: Impact & Influence – Highly Proficient

January 2020

Adapting leadership style to accomplish goals using rational or emotional appeal.

Full results: [Highly Proficient](#)

Scheduling — Highly Proficient

January 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Highly Proficient](#)

Customer Focus & Orientation — Expert

January 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

Conscientiousness — Expert

February 2020

Measures a candidate's tendency to be rule-abiding, well-organized, hard-working, confident, and think before acting.

Full results: [Expert](#)

Administrative Assistant — Highly Proficient

February 2020

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.