

Shawn Rich-Hawthorne

Customer Service Representative - Nordson Medical

Loveland, CO 80537

draven0204@gmail.com

(970) 290-8678

I would like to gain experience in the jobs that are offered to me. My goal with this job is to be a reliable, self sufficient, and a trustworthy employee.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative

Nordson Medical - Loveland, CO

September 2019 to Present

I process orders, answer phone calls, process payments, and operate the phone system.

Customer Service Representative

Volt Workforce Development - Fort Collins, CO

May 2019 to Present

I process orders for a medical company. I also take phone calls to transfer to other departments. Processing payments.

Customer Service Representative

Rise Broadband - Loveland, CO

April 2016 to Present

Amber White

866-604-6572

I took calls from customers and helped with problems with accounts.

I took calls from customers and helped with problems with accounts.

I helped other representatives with how to handle accounts.

Helped with several side projects.

Took chats to help with trouble shooting, customer concerns, and sales

Social Media Escalations

Customer Service Advocate I

Whistle the Pet Tracker - Loveland, CO

January 2018 to May 2019

I work to help the customer to resolve account concerns, billing, troubleshooting, and general questions about the product. I help through the phone, email, and chat.

Peer Specialist

North Range Behavioral Health - Greeley, CO

December 2014 to January 2016

Jennifer Miller
970-347-1330

- * Help clients with emotional needs at time of service.
- * Coaching recovering addicts/mental health issues start the recovery process.

3372 Butternut Dr., Loveland, CO 80538, (970)786-0042, draven0204@gmail.com

Title Document Processor

State Farm - Greeley, CO
June 2014 to October 2014

970-226-0113

- * Process documents for insurance claims.
- * Process payments.
- * Data Entry.

Customer Service Representative

Startek - Greeley, CO
August 2011 to June 2014

Bobbi Montero
970-392-7550

- * I take calls from customers and help with problems with accounts.
- * I help other representatives with how to handle accounts.
- * Do various projects as assigned.
- * Handling billing and cancellations.
- * Do chats and emails.
- * Data Entry and Typing.

Customer Service Representative

Vertex - Scottsbluff, NE
June 2008 to May 2009

Rocky Chavez
308-630-9443

- * I took calls from customers and helped them with problems with accounts.
- * Data Entry and Typing.
- * I helped other representatives with how to handle accounts.

Customer Service Representative

Alliance Data - Scottsbluff, NE
August 2007 to December 2007

Rocky Chavez
308-630-9443

- * I took calls from customers and helped with problems with accounts.
- * I helped other representatives with how to handle accounts.

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Assistant Manager

Taco Bell - Scottsbluff, NE
July 2006 to July 2007

Jennifer Pragnell

308-632-8220

- * I helped with inventory and counting drawers after employee shifts
- * Interviewing individuals for job openings.
- * Counting stock and deposits.
- * Scheduling
- * Running shifts, Opening and closing store.

Education

AA in Art

Aims Community College

January 2012 to December 2014

GED

Ferguson High School - Loveland, CO

1995 to 1996

Skills

- 32 wpm (Less than 1 year)
- Customer Service (5 years)
- RECEPTIONIST (5 years)
- RETAIL SALES (5 years)
- Typing. (10+ years)
- CSR (10+ years)
- Customer Care (10+ years)
- Call Center (10+ years)
- Customer Support (10+ years)
- Time Management (10+ years)
- Data Entry (10+ years)
- Management (3 years)
- Assistant Manager Experience (3 years)
- Computer Skills (10+ years)
- Interviewing (1 year)
- Microsoft Word (10+ years)
- Phone Etiquette (10+ years)
- Troubleshooting (5 years)
- Cash Handling (10+ years)
- Microsoft Excel (10+ years)
- Microsoft Outlook (10+ years)

- Microsoft Office (10+ years)
- IVR (6 years)
- Communication skills (5 years)
- Technical Support (3 years)
- B2B (2 years)
- Search engines (10+ years)

Additional Information

Skills I have over ten years in the customer service field. I have managed individuals for a year, and have had the same amount of experience in running a shift for a company. I have significant computer skills along with phone service skills for over three years. I can type 40 wpm, and I know how to run Office 360.

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