

Shelby Masters

Fort Collins, CO 80525

mastersshelby@gmail.com

(970) 237-9895

Strongly able to read and understand information, provide appropriate feedback by expressing ideas based on facts and listen attentively. Works very well with computers to research, analyze data and explore. Good at assessing customer needs and providing great service. Great at managing time and being punctual.

Work Experience

Front Desk Receptionist

Riess Hospitality Inc - Loveland, CO

May 2017 to Present

Making and cancelling any reservations through a POS system. Handling all incoming and outbound calls on a PBX system as well as handling billing and accounts receivable. Handle any discrepancies with guests accounts/reservations. Greeting guests/customers every time they come inside or near the front desk. Assisting with payroll in Microsoft Excel spreadsheet.

Helping with any and all maintenance or housekeeping issues once those departments are gone for the day.

Creating leads for the company so that more businesses and sales come into the door. • Organized and processed mail

- Handled payments
- Took guest's information
- Prepared financial reports
- Faxed, copied, and scanned documents
- Returned calls to guests
- Answered phones took messages and directed visitors
- Assisted in signing in/out guests
- Welcomed guests
- Addressed queries

Sales Associate

Sears & Holdings Co - Fort Collins, CO

2012 to 2012

Cashiered in fast paced setting, insured accurate drawers with any cash or credit card as well as any travelers checks.

Opened and closed register drawers, obtained a proper drawer level for security of register. Performed weekly inventory, maintained accurate inventory numbers. • Responsible for the Shoes department

- Provided a quick and exceptional customer experience
- Assisted customers with locating items
- Maximized sales transactions
- Handled returns and exchanges
- Created inventory of products

- Restocked shelves
- Kept store clean

Cashier

Sears & Holdings Co - Fort Collins, CO
2012 to 2012

Cashiered in fast paced setting, insured accurate drawers with any cash or credit card as well as any travelers checks.

Opened and closed register drawers, obtained a proper drawer level for security of register. Performed weekly inventory, maintained accurate inventory numbers. • Opened and closed store

- Welcomed customers
- Answered questions
- Promptly addressed customer complaints
- Handled returns and exchanges
- Processed cash, check, or credit transactions with accuracy
- Counted cash drawers

Customer Service Representative Center Partners

TiVo - Fort Collins, CO
2010 to 2011

Provided customer service support over the phone, assisting customers with returns, exchanges and updating any credit card or account information.

Sold additional services to existing and loyal customers, consistently achieving sales quotas.

Listened to customer needs and provided any appropriate product or service information.

Handled any customer concerns/problems or referred to the most appropriate department. • Provided assistance to clients

- Answered phone and assisted customers with changes
- Maintained up-to-date knowledge of customer accounts
- Explained products and benefits
- Confirmed payments, refunds, etc.
- Resolved payment and order disputes
- Provided excellent technical support

Education

High school or equivalent

Fort Collins Work Force Center - Fort Collins, CO
January 2013 to January 2013

Skills

- Receptionist
- Data Entry
- Customer Service Skills
- Microsoft
- Microsoft Word

- Billing
- Microsoft Excel
- Accounts Payable
- Microsoft Office
- Organizational Skills
- Outlook

Certifications and Licenses

Front Desk Receptionists Certification

January 2018 to Present