

# Stephanie Halcy

Aurora, CO 80014

[hallcystephanie@gmail.com](mailto:hallcystephanie@gmail.com)

+1(720) 5185831

Professional with 6+ years of customer service where I enjoy helping people and resolving problems. The qualities I bring to the workplace is adaptability for high stress fast paced environment, good communication skills, and problem solving.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

Geotech Environmental Equipment - Denver, CO

March 2022 to Present

- Performed data entry for orders.
- Provided policy and service information
- Answered calls from customers and clients
- Handled online orders and credit card transactions
- Performed customer service surveys
- Assisted customers with a warm and professional attitude
- Resolved customer information and complaints
- Responsible for tracking and maintaining inventory

### **Customer Service Representative**

Acosta - Aurora, CO

April 2020 to July 2021

Listen and respond to customers' needs and concerns.

- Refer customers to supervisors, managers, or others who can help
- Review or make changes to customer accounts
- Record details of customer contacts and actions taken
- Listen and respond to customers' needs and concerns

### **Data Entry Clerk**

Ready Care Industries - Aurora, CO

June 2017 to November 2019

Transfer data from paper formats into computer files or database systems using keyboards, data recorders or optical scanners

- Excellent knowledge of word processing tools and spreadsheets (MS Office Word, Excel etc.)
- Good command of English both oral and written and customer service skills
- Basic understanding of databases
- Processes customer and account source documents

## **Sales Representative**

Scotts Lawn Service - Parker, CO

January 2016 to May 2016

Contact 400+ regular and prospective customers to demonstrate products, explain product features, and solicit orders.

- Estimate or quote prices, credit or contract terms, warranties, and delivery dates
- Consult with clients after sales or contract signings to resolve problems and to provide ongoing support

## Education

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### **High School Diploma**

George Washington High School - Denver, CO

Front Range Community College

## Skills

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- Time Management
- Social Awareness
- Critical Thinking
- Writing and Reading Comprehension
- Cold Calling
- English
- Proofreading
- Telemarketing
- Inside sales
- Upselling
- Administrative experience
- Microsoft Excel
- Customer service
- Microsoft Office
- Sales
- Front Desk
- Microsoft Word
- Organizational Skills
- Data entry