

Tomasina Ross

Recent college grad looking to hone marketing/sales skills

Aurora, CO 80012

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303-847-7072

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Customer Service

Camping World - Englewood, CO

February 2020 to March 2020

- Managed customer's orders via phone system
- Provided customer service by addressing customer's needs/questions/concerns
- Checked statuses of orders while creating selling points with camping product

Seasonal Sales Associate

Victoria's Secret - Aurora, CO

November 2019 to December 2019

- Aided in troubleshooting solutions for customer request and specific beauty product inquiries
- Assessed customer traffic to monitor shoplifting
- Proactively worked towards reaching above sales goals by adopting new challenges and participating in team collaboration

Veterinary Volunteer

Dumb Friends League - Denver, CO

May 2019 to October 2019

- Provided comfort to animals, cats specifically in forms of feeding, petting, and play methods -
- Performed janitorial duties such as cleaning animal cages, removing trash, cleaning windows, etc
- Excelled in customer service by addressing direct questions from potential persons interested in adopting cats

Property Claims Representative

Property Security, 27-7 Intouch Inc - Aurora, CO

May 2018 to August 2019

- Proficiently analyze multiple online accounts on Airbnb for any signs of account hacking
- Maintain the integrity and functionality of the internal structural while reviewing and evaluating property claims
- Provide outstanding customer service by quickly greeting customers, determining their needs, and addressing their concerns or inquiries via email or phone conversations

Student Worker

Colorado Christian University - Lakewood, CO

2017 to 2018

- Displayed a friendly and professional demeanor when responding to the specific needs of each student
- Maintained in constant contact with employees to communicate kitchen priorities and operations
- Competently performed a variety of tasks within a deadline-driven environment including cleaning and refilling food items
- Handled a high-volume of transactions in an ethical fashion

Customer Service Representative

ARC Thrift Stores - Denver, CO

2013 to 2014

- Constantly recognized by employer for meeting customer service and teamwork objectives
- Properly educated prospective customers about in-store promotions and merchandise options
- Monitored the sales floor to ensure merchandise was properly marked with accurate prices
- Applied effective strategies to encourage customer sales, retention, and repeat business

Education

Bachelor of Science in Marketing & Sales in Accounting, Finance, Economics, Business

Colorado Christian University

April 2019

Skills

- Sales Strategies
- Marketing Competency
- Client & Staff Relations
- Staff Development
- Strategic Analysis / Planning
- Conflict Resolution
- Customer Service
- Call Center