



**Vanessa C. Cohernour**  
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(970) 498-7504

**Nothing is impossible, the word itself says "I'm possible!" Audrey Hepburn**

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### **SKILLS SUMMARY**

- 3 years Customer Service and promoting repeat customer business
- Skilled in building rapport with special need populations
- Attention to detail and quality control measures
- Skilled in training new hires in efficient and safety job practices
- Adapts quickly to new teams and processes
- Proficient in email and internet research
- Organization, time management and prioritizing skills

### **EDUCATION AND SPECIALIZED TRAINING**

2014, Pueblo General Services, Trained in farming, harvesting, landscaping, janitorial services, environmental cleanup, packing and produce. Painting and wood service delivery.

### **WORK HISTORY**

#### **Housekeeping/Server, Longmont Regent, Longmont, Colorado**

**01/2007 – 06/2007**

- Cleaned resident rooms and served breakfast and lunch
- Skilled in building resident positive interactions and support
- Attention to detail and verifying specialized diets and monitoring for special care patients
- Maintained a sanitary and pleasant dining and living area

#### **Supervisor Housekeeping, First Impressions Cleaning, Longmont, Colorado**

**03/2006 – 10/2006**

- Maintained quality control checklist and oversight of residential cleaning
- Assisted owner in scheduling and operations management as needed
- Trained new hires in quality cleaning and customer care
- Identified employee strengths and assigned duties accordingly
- Responsible for customer key and home security measures contracted
- Verified staff work hours for payroll purposes
- Safely handled bio-hazardous waste and safe use of cleaning chemicals

#### **Machine Operator, Gerard's Bakery, Longmont, Colorado**

**11/2004 - 3/2006**

- Safely operated Kohning machine in the manufacturing of a variety bread products
- Maintained a consistent flow of product for quality control and packaging
- Worked at different work stations maintaining a high quality of efficiency and accuracy of product standards
- Trained new hires in safe operation of equipment, inventory reporting, and team cooperation

#### **Kennel Attendant, Carbon Valley Animal Hospital, Firestone, Colorado**

**09/2002 – 11/2004**

- Provided full care for animals including bathing, feeding and positive interaction
- Assisted medical staff in procedures and aftercare
- Monitored animals in quarantine identifying high risk behavior and medical alerts
- Maintained clean and sanitary medical stations and kennels

- Provided excellent customer service, support and behavior reporting for the animal's owners



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**"Customer Service is not a department... it is everyone's job."**

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### PERSONAL REFERENCES

Kevin Stenvall  
Computer Engineer  
I have known for 11 years  
(303) 887-9499



Audra Viar  
I have known for 20 years.  
(303) 833-3216 home  
(720) 622-6076 work



Chlorissa Staley  
I have known for 10 years.  
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