

Summary

I am a seasoned customer service supervisor with numerous transferable skills that I am prepared to utilize to excel within your business.

My experience ranges from general labor to management of a single standalone support center including supervision of up to 5 employees.

Education

❖ **Metropolitan State University of Denver**

- August 2011 – May 2016
 - Bachelor Of Science – Major in Nutrition and Dietetics
 - Weekly volunteer for Cooking Matters (January 2016 – Present)
 - Educate seniors, parents & children on proper nutrition habits, cooking procedures, portion size and basic knowledge relating to nutrition
 - Weekly volunteer for The Good Dog Rescue (June 2017 – Present)
 - Set-up/tear down, foster, interviewer

Work History

❖ **Atkins Nutritionals Inc.**

- August 2016 – April 2019
 - Quality Assurance Specialist/ Food Safety
 - Product Testing
 - Shake/Bar stability
 - Quality Incident Reporting w/ Manufacturers
 - Responsible for escalated consumer concerns relating to Atkins products
 - Dental Claims, Illness Concerns, Product Concerns, Foreign Materials
 - Conduct Daily/Weekly/Monthly Reports to anticipate product/complaint trends
 - Ensuring no recalls
 - Share reports with Quality Team to minimize product concerns
 - Work with Co-Manufacturers to correct production issues

❖ **Advantage Security Inc.**

- August 2014 – May 2016
 - Overnight Security/Concierge @ Northcreek Residences In Cherry Creek
 - Conduct hourly patrols around property to ensure security, safety and no maintenance issues
 - Accommodate high-end clientele requests throughout the night

- *Greet guests as they arrive and depart with a professional and friendly manner*
- *Coordinate and manage requests for special arrangements*
- *Anticipate guests' needs and respond appropriately*
- *Interact and accommodate different guests whom require high levels of patience and tact*

❖ ***Device Support Center Supervisor/Technician – Flextronics***

- *October 2009 – July 2013*
 - Responsible for daily operations of the support center including leading a team of 4-5 customer service technicians and collaborating with manager to ensure efficiency of team.
 - Duties include –
 - Lead, develop & mentor employees within the organization
 - Work with customers to teach them how to use their cell phones and answer all questions thoroughly
 - Maintained consistently high customer service satisfaction scores & performance scores
 - Mentor new employees – including management level employees for other locations
 - Responsible for daily, weekly, and monthly reporting
 - Responsible for -
 - Maintain daily proper opening & closing duties ensuring that they are completed to audit standards
 - Inventory counts a minimum of 2 times weekly, transferring of inventory in and out of locations, correcting any inventory discrepancy's
 - 100% compliance of both client & corporate policy & procedures

❖ ***Quality Control Specialist - Comcast Media Center***

- *January 2008– December 2008*
 - Responsible for quality control for several television programs, ensuring all aspects of programs are fit for air.
 - Duties included -
 - Monitoring up to 50 channels ensuring color, sound and clarity
 - Correct timing errors on pre-air programs
 - Monitoring live events: WWE and UFC PPV, Hockey, Basketball, Soccer
 - Mentoring, training and coaching of all employees to meet company standards
 - Additional responsibilities included monthly / weekly reporting

Skills

+ HACCP

+Communication

+Employee/labor relations

+ Documentation

+Customer Service

+Reporting

+Time Management

+Word/Excel/PowerPoint/Outlook