

11/8/2018

Anthony Trevino

303-408-6181

Raiders768082@gmail.com

5471 Leyden St Commerce City Colorado 80022

Objectives

To produce and contribute in a team setting and add value with my ideas, skills and dependability.

Experience

OpenTable

Customer Service Rep

6-1-2018 to 11-7-2018

My daily tasks included answering phone calls and emails from Diners inquiring about their Dining points, Gift Cards, Account information, Restaurant information, reservations details and other general questions. I would also answer phone calls and emails from Restaurant inquiring about Restaurant Profile Changes, Software Troubleshooting, Hardware Troubleshooting, Editing Floor Plans, Shift Schedules, Tables Combinations, billing information and confirming reservations. Other Tasks included working with the Account Management team to retain accounts and solve troubled account problems. I also worked with Tier 2 department to solve software and hardware system glitches and work around's. Daily call and email volume consisted of 20 to 45 phone and email cases per day. I lead the office in phone calls for the month of September with 672 and was the only person in my training class with a QA score of 100 and ACW time of 5:32.

Buyers Access

Member Services Rep

11-2011 to 10-2017

My daily tasks included Answering Phone calls and emails from Apartment complex's and management companies across the country as well as Puerto Rico. I would place phone and online orders for 14 different vendors some of which include HD Supply, Staples, and OfficeMax. I would put together cross comparison spreadsheets to show cost and delivery time differences between our vendors. I would also

find 3rd party contractors to do work on site at the apartment complexes. Lastly, I would obtain quotes on returnable and non-restorable items such as appliances, appliance parts and outdoor equipment. Other Tasks included putting together welcome kits for new properties and management companies also creating new ways to push spend through our vendors. In 2016 I introduce an idea that went on to help us hit our yearly spending goal with HD Supply. I also lead my team in 2016 200,000 plus online order for the year.

Skills

- 3 plus years' experience with Salesforce
- Thrives in a team environment
- Tremendous under pressure
- Willingness to learn