

Freyja Woelfle

2665 Beech Cir Longmont, CO 80503

303-532-6036 Fritolay411@yahoo.com

Professional Summary

Organized, independent worker with strong time management and customer service skills

Skills

- Customer oriented
- Quick learner
- Adheres to customer service procedures
- Strong communication skills

Work History

04/2015-06/2015

Grill cook/Bubble employee - McDonalds

- Maintained work station
- Handled food at industry safety standards
- Took orders
- Handled cash
- Cleaned

06/2015-09/2015

Senior Advisor, Concentrix

- Effectively managed a high volume of inbound and outbound calls
- Oversaw call center employees to ensure goals were met

10/2015-01/2016

Cashier, Wyatt's

- Greeted customers promptly
- Directed customers to store locations
- Handled cash
- Processed returns

01/2016-02/2016

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Call center rep, Concentrix

- Managed high call volume with professionalism
- Defused volatile customer situations calmly and courteously
- Answered a constant flow of customer calls with up to 50 calls in queue per minute

04/2016 - 04/2018

Customer Service Rep, Par Technology

- Took inbound and performed outbound calls with high customer satisfaction requirements
- Dispatched field engineers and replacement parts
- Created cases using software and dispatched to tech queues
- Handled customer complaints

04/2018 - 05/2018

Service Desk, Home depot

- Handled returns and sales with customer satisfaction in mind
- Created professional leads and customer profiles
- Followed up on customer requests and deliveries

06/2018 - 07/2018

Front end assist, Costco

- Packed boxes efficiently
- Used time management skills to keep lines moving smoothly
- Assisted customers with retrieving products from sales floor

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11/2018-04/2019

Shift lead - Einstein Bagel Bros

- Greet customers promptly and professionally
- Handle large amounts of cash
- Drop end of day deposits
- Follow food safety standards

04/2019-07/2019

Pet Care Associate - PetSmart

- Handle and feed small animals, reptiles, and fish
- Inform customers of proper handling and feeding of pets purchased
- Use and understand industry standard guidelines for the care and safety of animals

Education

2012 Longmont High School

High school diploma

- Drama club member
- National Art Honor Society member
- Awarded the Scientific Achievement Award

Accomplishments

Customer Service

- Consistently received positive feedback from guests and created repeat business by developing long term relationships with customers
- Handled guest complaints while maintaining a positive experience for the customers