

RELEVANT SKILLS

- Clear communication skills, both oral and written
- Excellent typing skills - 85+ wpm
- Excellent problem solving skills and high level of attention to detail
- Strives to not only meet, but exceed expectations and beat deadlines
- Solution/Result-oriented and driven to constantly improve efficiency while maintaining quality
- Proficient in Microsoft Office (Word, Excel, Outlook), Google and Adobe products (Photoshop, Acrobat)
- Experience with HTML, CSS, PHP, JavaScript, and Wordpress
- Experience with ticketing/tracking systems (such as Zendesk, Kayako) and time recording software
- Experience creating documentation on software, department processes & training

EMPLOYMENT HISTORY

LinkedIn via Directly | 2016 – 2018

Community Expert

- Help LinkedIn members with a variety of technical/account support issues via web or mobile.

Self-Employed | 2016 – 2018

Fashion Consultant/Sales

- Manage all aspects of running a boutique-style clothing business
- Assist customers in choosing items based on their body type and personal style both online and in person
- Create and coordinate various programs and contests to boost customer interest
- Responsible for marketing, business building and customer relationship building
- Receive and process cash and credit card payments for in-person purchases
- Create invoices and collect payment for online purchases
- Ensure products are delivered to customers in a timely manner
- Place special merchandise orders for customers
- Manage business presence on multiple social media sites
- Inventory management

Curbside, Inc | 2015 – 2016

Operations Specialist - 11 months

- Helped refine and improve the design of the existing customer service workflow
- Continued to improve processes, workflow and training
- Worked closely with Curbside Associates in the field as well as development team to quickly resolve order discrepancies and anomalies
- Monitored and verified the accuracy and legitimacy of orders from customers utilizing the organization's internal order tracking system
- Used order tracking tools to monitor, as well as modify or cancel, orders as needed due to fraud or other issues
- Contributed to the development and maintenance of standards, policies and procedures regarding operations and retail training
- Partnered closely with Curbside HQ Operations, Customer Experience, and Retail Operations teams
- Conducted field research and analysis to enhance end to end Curbside customer experience and retailer integration; including but not limited to weather conditions and appropriate attire, safety conditions, catalog management, retailer store layout and configuration, Curbside software, retailer online ordering systems, customer service, and order management.
- Traveled to various regions and assisted Curbside and our partners with the roll out process for up to multiple months at a time.
- Trained and ramped up retail partner staff on Curbside software, workflow, troubleshooting, and any other related details.
- Acted as a Curbside Associate for emerging locations during the initial phases.
- Acted as a Curbside brand ambassador to customers in new markets as well as the retail partners.
- Acted as a liaison between Curbside HQ and our retail partners' management teams.

Customer Experience Specialist - 5 months

- Helped refine and improve the design of our existing customer service workflow
- Replied to real-time customer inquiries by email and phone regarding general questions, order discrepancies or account issues, etc.
- Received incoming calls and made outbound calls to customers in time-critical situations (customer is onsite and having issue with order)
- Worked closely with Curbside Associates in the field as well as the development team to quickly resolve order discrepancies or anomalies
- Created and monitored internal cases for tracking wide range of issues that touch customer service flow, from process improvement, customer-reported issues and order problems
- Used order tracking tools to monitor, as well as modify or cancel, orders as needed
- Contacted customers to remind them when orders have not been picked up, and cancel orders when appropriate

Associate - 4 months

- Was responsible for fulfilling customer orders both physically from the retail store to the customer at the designated Curbside pickup area
- Partnered with the staff at retail locations to ensure proper and timely flow of order fulfillment
- On-site order management and verification through Curbside's proprietary order management applications
- Provided a "magical" pickup experience for customers
- New customer acquisition

Google Express (via Adecco) | 2014 – 2015

Store Operations

- Was responsible for efficiently managing the daily operations of Google Express in multiple stores as well as the coordination of parcel pickups in order to ensure accurate, on-time delivery to customers
- Consistently completed assignments ahead of cutoff times. Carefully prioritized tasks, organized workspace and worked with a sense of urgency to accurately perform duties
- Verified and updated store configurations, policies & procedures documentation and verified accuracy of in-store product information
- Cultivated and maintained key relationships with retail store managers/employees to integrate operations processes, utilized in-store inventory systems and resources to improve workflow, performed troubleshooting of issues, and reported feedback to the GX Operations Excellence team.
- Assisted in testing new processes and devices and provided key insights and quality feedback prior to project-wide launch
- Handled inventory management daily to ensure supplies were readily available
- Proven track record in reduction of rejections of store orders for low to high volume merchants that are both regional and nationwide for a higher fulfillment rate and develops creative ways to make processes more efficient and provide the utmost quality for customers
- Showed willingness to learn and took on ad-hoc assignments as needed

Instacart | 2014

Personal Shopper – Independent Contractor

- Used the Instacart App to receive and deliver fresh grocery orders placed online by customers the same day
- Communicated with customers to ensure accurate substitutions could be made, if any
- Worked quickly to shop and deliver orders within a 1-hour window
- Accurately found and drove to customer's location

MME Consulting | 2013

Support & Installation Technician - Temporary

- Remote (phone/email) and on-site IT support for PCs, mobile devices to small business clients across the country
- Installed, configured and maintained/upgraded/updated various operating systems and software
- Used and supported remote software (LogMeIn & Rescue, RDP, VPNs, Teamviewer, GoToMeeting, etc.)
- On-site installation of electronics, hardware & software in orthodontic practices
- Server-related tasks including installing, configuring, maintaining/updating various OS's and software
- Troubleshoot/maintained Exchange, Active Directory, DNS servers
- Found new ways to support clients and improve their current technology
- General office support as needed; use, setup and support of Microsoft Office & Adobe Creative Suite
- Daily use of a ticket system to record progress on all activities and for time recording purposes
- Used Photoshop to update and improve wallpapers, banners, other graphics as requested by clients

United Way of Greater Mercer County | 2012 – 2013

Finance Assistant/Database Administrator/Technical Assistance

- Ensured all incoming pledges, donations and designations were properly recorded in the campaign database
- Assisted Marketing Department - provided necessary database reports for campaign mailings
- Ensured all staff project hours and time off databanks are properly updated and accounted for
- Maintained a customized Social Solutions database for a new growing project
- Assisted with technical issues including, but not limited to: hardware, software, VOIP, connections and servers
- Was working on a more effective, custom method of tracking staff project hours, PTO accrued
- Maintained data files for all organizations and individuals and any other duties as requested by the CFO

Studio One Networks | 2008 – 2009

Web Developer/Web Production Assistant

- Created and improved templates to integrate company's content into client websites
- Improved photos and logos using Photoshop on a daily basis
- Updated/maintained both company and client websites using a custom CMS
- Improved, updated and manipulated CMS to add/change new features
- Updated code to standards/best practices including HTML, CSS, JavaScript, PHP/MySQL, Perl and a proprietary coding language used to create the custom CMS.
- Created custom documentation on developmental procedures and use of company's custom CMS
- Trained other departments on technology such as Google Analytics
- Organized and reduced departmental project completion time for high-profile clients by installing and maintaining a company-wide work request system

Coastal Insulation Corp | 2008

IT Manager

- Executed daily server backups, monitoring, software/OS installation and maintenance
- Installed, configured, maintained, patched various Windows OS's and software both locally and remotely
- Provided remote/desktop support for hardware/software/peripherals
- Performed all remote and local setup/maintenance/patching/repair of software/OS's
- Improved inventory tracking/replenishment including: systems, hardware, peripherals, software, ink/toner
- Created/controlled Active Directory accounts, maintained Citrix Metaframe/VMware
- Reduced user error and educated end-users by sending daily tips on common procedures and wrote documentation in plain-language for end users on a variety of software programs

Popular Mortgage Servicing | 2005 – 2008

Client Services Representative

- Provided prompt issue resolution for customers with 1st/2nd mortgage portfolio loans
- Answered questions, concerns and collected customer payments
- Improved productivity by providing technical assistance to co-workers
- Created policy and procedure documentation for supervisors

Staff America/Store Services Group and Set & Service Staffing| 2004 – 2005

Contract Merchandiser

- Performed general merchandising work for Lowe's Home Improvement stores
- Maintained planogram integrity while performing merchandise resets and cut-ins
- Installed/changed lighting, electrical and large garage fixture displays
- Performed aisle/product resets according to plan-o-grams
- Insured proper display of store promotions, POP, signs and labels
- Assisted customers when store employees were not available

EHI | 2001 – 2002

Imaging Associate – Temporary

- Had regular interaction with hospitals, doctors and attorneys for a medical malpractice insurance company
- Used MS Office, imaging software/hardware to store records
- Invoiced orders and printed and mailed records to attorneys
- Wrote a technical instruction manual including images for a new system of backup cataloging