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Qualification Highlights

- Applied maturity and extensive background in direct customer contact experience.
- Solution based thought process, “how can we make it work”
- Solve backwards, from the customer’s point of view.
- Think past limitations. I like to ask why and how can we make it work.
- Thrive in fast-paced environments with emerging issues and multiple responsibilities.

Technical Skills

- KNET Certified
- Amazon Trainer
- Proficient with: LMS, Microsoft products. Photoshop, Illustrator, Dreamweaver, InDesign, HTML, CSS, FTP Clients. Prezi Presentation Software, PowerPoint, Prezi, SharePoint and Confluence
- Novice at: Articulate Storyline
- X-chat and OCS, LYNC and Chime for real time communication.
- Qualified on: PC, Mac and Linux
- Trained on: Retail and Digital customer service including troubleshooting all Kindles, Fire TV, and Echo products.

Work Experience

CXQO Operations Associate | Amazon Go | Amazon.com | April 2016 - present
Support Operations for an emerging product.

- SOP creation and maintenance
- Program/training development/Amazon Trainer Certified
- Subject Matter Expert on current tool.
- Daily, Weekly and Monthly Accuracy and Timing Metrics Reporting
- Queue based work on a daily basis

Customer Service Training Assistant (seasonal role) | Amazon.com | Oct 2015 – Jan 2016 |

- Assisted in training hundreds of seasonal customer service associates in a virtual environment

- Processed KNET enrollment
- Answered questions from associates in training
- Coached associates in training and helped with curriculum completion ☑ Recorded all progress of associates in training ☑ Constant multi-tasking and prioritizing.
- Reviewed and escalated systemic issues with training curriculum.

Mayday Customer Service Associate dedicated to the C2CS program | Amazon.com | Sept 2013 – April 2016

- C2CS (Customer Connections) associate managing over 200 customer contacts per month, with live listen-in experiences for Amazonians ranging from new hires to executive managers.
- Creative problem solving and troubleshooting digital (Kindle, Video and Applications) on a daily basis
- Direct contact with Amazon customer through phone, chat and Mayday (video).
- Resolving product or device problems by asking clarifying questions to determine issue; finding the root cause; applying the best solution to solve the problem and following up, if needed, to ensure resolution.
- Various process improvement projects, and daily utilization of process improvement tools.
- Weekly presentation for performance stats using Prezi software ☑ ☑Excellent performance record.

Reservations Supervisor | Xanterra Parks and Resorts | April 2012 – September 2013

- Responsible for 20 plus reservations agents during the peak of summer.
- Revamped web-based reservation manual for on-line training of reservation agents
- Trained seasonal reservation agents on reservation system and soft skills for phone contacts
- Monitored phone calls, offered consult and encouragement to agents.
- Managed daily guest contact.
- De-escalated guest complaints or concerns and offered solutions based on guest service
- Coached agents with regards to questions about reservations or guest service.
- Reviewed new agent reservations before emailing to guests.

Lodging/Campground/Winter/Master Reservation Agent | Xanterra Parks and Resorts | March 2011 – April 2012

- Booking, taking deposits, sending out packets and emails.
- Responsible for all Lodging and Learning Packages. (Higher end packages)
- Responsible for guest emails regarding questions, updating reservations, activities, and booking packages.

- Booked packages, hotel, camping and dinner reservations for 9 hotels and 5 campgrounds in Yellowstone
- Sold additional activities and a top seller of travel planners.
- Listened to guest's vacation requests and recommended the plan that would suit them best.
- Promoted three times in less than a year.

Operations Manager | Marketing Manager | Seattle Electronics Dec.1998 – Nov. 2008

- Directed daily operations of 12 volt wholesale distribution warehouse with 10,000 plus inventory.
- Hired, trained and supervised employees, staffing between 5 and 7 people at a time.
- Interfaced with vendors, purchasing up to 75% of the company's product lines.
- Engaged in daily customer service/sales via 6 line phone system and will-call customers.
- Created, designed and maintained company web site, giving the company its first web presence.
- Created web and printed catalogs, circulars and emailers.
- Handled third-party fulfillment for Costco, Costco.com , and Amazon.com
- Designed dedicated national product line launch (“ Sony for Trucks ”) in Trucking market, with industry specific advertising campaigns. New Business unit was major milestone for SONY of America as they never had a presence within this industry.
- Built, Designed, Trademark, and Branding of “ Shockwave ” Extreme environment products thus realizing \$4.2M in new market revenues during first 18 months of launch.
- Organized and implemented annual 200-person consumer trade show. Including entertainment, caterers, advertising, registration, interfacing with hotel staff, vendors, and attendees.

Education

- Jan 2009- Dec 2010 | Seattle Central Community College - Web Design Certificate Program.
- Jan 1997 - Dec 1998 | Green River Community College - Multi- Media Certificate Program.
- Graduated both programs with honors.