

Claudia Alpert

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EXPERIENCE

Tiege Hanley, Chicago – Customer Service Specialist

June 2018-June 2020

- Answer emails and chats from customers
- Take phone calls from customers
- Making sure orders have gone through smoothly
- Provide exceptional customer service
- Helping ship out products

Grubhub, Chicago — Corporate Care Specialist

January 2018 - June 2018

- The middle man between restaurants and customers
- Taking phone calls and answering emails
- Making sure orders have gone through smoothly
- Provide customer service for corporate clients

Starbucks, Chicago — Shift Supervisor and Trainer

September 2015 - December 2017

- In charge of assigning baristas to positions
- Key holder for opening and closing store
- Ensuring quality food and beverages
- Ensuring great customer service
- Training future baristas on drink making, POS, customer service and proper cleaning
- In charge of counting and separating tips weekly

Walt Disney World, Orlando — Attractions Hostess

August 2013 - September 2015

- Promoted from college intern to full time employee
- Consistently deliver excellent customer service to over 40,000 guests daily
- Ensure all safety protocols are observed
- Responsibilities also include working at World of Disney Store

SKILLS

Word processor

Excell

Social media savvy

VSCode

Web Development

Communication

Marketing

Adaptability

EDUCATION

Northwestern University, Chicago — *Coding Bootcamp*

September 2020 - March 2021

Full stack web development. HTML, CSS, JavaScript.

Columbia College, Chicago — *Marketing Communications*

September 2011 - May 2013

Focus on marketing, advertising, and copywriting.

Knox College, Galesburg — *Liberal Arts*

September 2008 - May 2011

Classes range from voice/guitar/dance/acting to education/literature/philosophy.