

Catalina Fierros

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Seeking a position where my customer service skills, qualities for the creative and a capacity in communication can be used every day. Looking for a company to grow in and learn new skills while expanding on old ones.

Employment Experience:

Independent Contractor | Brand Ambassador | Aug 2018 – Current

- Promoted brands by providing consumers with knowledge and insight on the brands products through key marketing, samples, and giveaways.
- Organized events all over the city including charity's, gaming demos, 5ks and retail stores.
- Helped setup/take down sites, troubleshooted tablet problems, rallied adults and children to take part in our set-up with games and market surveys.
- Brands include: Nintendo, State Farm, One Bar and Macys.

Eurest @ Microsoft | Customer Service Ambassador | May 2017 – Current

- Build new relationships with clients in the office while taking feedback on new ideas.
- Create new schedules based on my daily needs.
- Communicated problems to managers during morning meetings.
- Adapt quickly to my always changing duties between clients, coworkers and old job duties.
- Implement strategies and trained coworkers to better their own customer service attitudes.

Eurest @ Microsoft | Barista | Aug 2015 - May 2017

- Multi-tasked while working in a demanding environment with a team of only 2.
- Served drinks to many regulars, insuring to remember drinks orders for 100s of daily customers in the office building.
- Made sure that our stock of supplies is sufficient for day-to-day business and setting order lists for needed items.

Fred Meyer | HABA Clerk | Feb 2015 - Aug 2015

- Stocked shelves with the inventory needed in a timely manner.
- Answered any customer questions and offered advice.

New York & Company | Assistant Manager | Mar 2011 - Nov 2014

- Prepared the hourly reports for management at closing including the cash amounts and end of the day's numbers.
- Trained new employees and guided a team of 10 to upsell our product and gain new credit cards holders.
- Managed the deliveries and incoming product, tagging and sorting new stock from current stock.
- Delivered my daily numbers through increased customer interaction and upselling seasonal products or jewelry.
- Visual merchandising every few months, setting new stock and changing instore displays with my team usually over night.