

Steffanie Eastman

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PROFILE

Seeking to expand my work experience in different work environments.

EXPERIENCE

Customer Service Representative, Sitel, Las Vegas, Nv October Present

Inbound call center. Taking calls from current customers/members, identifying their needs, recommend solutions. Ensuring the customers/members are taken care of to the best of my ability.

Scanner, Manpower, Las Vegas, NV May 2018 October 2018

Working in a warehouse environment following quality service standards and comply with procedures, rules, and regulations. The ability to operate and maintain preventively warehouse vehicles and equipment. Also, receiving and processing stock products.

Ambassador, Amazon, Las Vegas, NV October 2016 May 2018

Supervisory duties which included making sure team work flow was consistent and reporting back to managers if needed. Overseeing production and quality control within company protocol. Proficiently training new hires.

Server, Nth 5th Ave, Las Vegas, NV March 2016 October 2016

Providing excellent customer service, currency handling. My additional roles included; prepping the food, closing the store and trained new hires.

Attractions Attendant, Circus Circus, Las Vegas, NV March 2014 October 2015

Maintaining a clean and safe environment for myself and the guests. Operating the rides and cash register. The ability to ensure guest safety.

EDUCATION

Desert Pines High School Las Vegas, NV — Diploma, 2015

SKILLS

Bi-lingual (English and Spanish), Strong communication, customer service, money management, knowledge in POS systems, ability to work with several operating systems including MAC OS X and windows.