Tacey Divittorio

(970) 231-8902

8560 Gold Flash Ave., Las Vegas, NV. 89129

### Summary

Ms. Divittorio’s professional objective is to aggressively pursue a career which will challenge and utilize current skills and abilities. Having a bachelor’s degree from one of the top Colleges in Colorado, she has the education and talent to take on any task presented to her. Having worked while going to college, she has proven that she is goal oriented and will do whatever it takes to reach her career goals.

### Summary of Qualifications

* 7 years’ experience in customer service.
* Excellent skills in the areas of organization and administration.
* Works well independently and as a team member.
* Dedicated and committed to high quality work.
* Demonstrated ability to learn and adapt easily.
* Skilled in working with all MS Office products.
* Proven ability to assume responsibilities and meet challenges.
* Skilled in establishing rapport with people on all levels.

### Employment

**2020-Present Manager/Associate lead/Sales Associate*, PETSMART, Las Vegas, Nevada:*** Managers responsibilities include opening and closing the store and registers, Making sure employee comfort and job worth is maintained, keeping the store clean and organized while providing outstanding customer service. Administrative duties include answering a multi-line phone system and directing calls as needed, greet customers. Customer service duties included greeting customers and establish a helpful atmosphere, have extensive knowledge of store products to confidently discuss customers individual needs and answer any questions they may have, maintain positive customer relations to ensure the customer is satisfied with coming into the facilities and purchasing products and services.

**2020-2020 Security Officer, *SECRITAS INC., Las Vegas, Nevada:*** Followed Securitas standard duties and procedures, while performing hourly patrols. Ensuring policies are being upheld while keeping customer satisfaction in mind. Administrative duties included documenting job activities, continually communicate with client on status through project, and maintain knowledge of industry standards, rules and regulations. Customer service duties included greeting customers and establish a helpful atmosphere, discuss individual needs and wants, listen with empathy to customers problems, and ensure positive customer relations and satisfaction.

**2018-2020 Administrator, *KERR CONSTRUCTION LLC., Colorado Springs, Colorado:*** Administrative duties include scheduling daily tasks to make sure team was on time for tasks at hand, generate work orders for up and coming projects, generate material lists for the field workers, generate all invoice upon project completion, hands on with small projects to make sure project does not get behind schedule. Customer service duties include client calls, inform and maintain build schedules with client, over-see project closing to ensure customer is completely satisfied with project.

**2015-2017 Manager/key Holder/Sales Associate*, BOOT BARN, Colorado Springs, Colorado:*** Manager and key holder to open and close store and registers while providing outstanding customer service. Kept the store clean and organized for customers and handled back-end inventory. Administrative duties include filling out daily, weekly, monthly, and quarterly summaries, answer phones and greet customers, prepare communications such as memos, emails, reports, and correspondence. Customer service duties included greeting customers and establish a helpful atmosphere, discuss individual needs and wants, ensure positive customer relations and satisfaction.

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##### Education

* **Bachelor's, Criminal Justice**

University of Colorado, Colorado Springs - Colorado Springs, CO

August 2014 to May 2019

* **High school diploma**

Berthoud High School - Berthoud, CO

May 2014

##### Professional Certifications

* TAM Card
* Nevada PILB

### References

Available upon request