Diego Flores

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Sacramento, CA 95815

PROFESSIONAL SUMMARY

Administrative and technical support

EXPERIENCE

Robert Half, Sacramento, CA Aug 2020 – Nov 2020

Data Entry/Shipping Clerk

* Coordinate with co-workers to determine accuracy of sales orders.
* Conduct outbound calls to customers to resolve technical issues.
* Data entry in database management software and Internet based websites to update late and unconfirmed orders.

Gap, Inc. GSC, Rocklin, CA Aug. 2018 - Oct. 2019

Customer Service Consultant

* Recommend potential products for customers by providing helpful information about online services.

Answer several inbound calls addressing customer concerns about online account.

* Process order transaction to complete sales orders.
* Calculate cost savings after applying rewards points and sales offers.

SKILLS

Typing Customer Service Technical Support Teaching/tutoring

EDUCATION

Sacramento City College, Sacramento, CA May 2016-May 2018

A.S. in Computer Information Science: Network Administration

San Francisco State University, San Francisco, CA Aug. 1998-May 2001

B.A. in Speech communication Department of Humanities