 Robert Taglies                                                                               415-368-5777

robertaglies@my.smccd.edu

Summary of Skills

Customer Service

* Skilled in strategically negotiating deals and convert e-commerce prospects into in-store sales to achieve sales targets.
* Proven leadership skills that help team members achieve individual sales, enhance customer service, and drive business goals.
* Communicate openly with other employees to ensure order precision and timeliness.
* Prepared packages for customer and handed them their merchandise in a professional and timely matter.
* Demonstrated exceptional customer service and handled customer problems professionally regarding wrong items and packages that had not been received.
* Received inventory and handled all items that were received and quickly and efficiently took customers orders and placed them in the right area based on the invoice.
* Skilled in problem solving and able to create creative solutions to problems that occur.
* Proficient in Microsoft Word, Excel, PowerPoint.

Work Experience

RanStad           Beaverton, OR                  December 26, 2017-Jan 2018

Customer Service Representative

* Maintain a high-volume workload within a fast paced environment. Assisted an average of 550 clients in any given week and consistently met performance benchmarks in all areas (speed, accuracy and volume).
* Educated clients on the program as well as navigation of the website
* Performed a variety of concurrent tasks, handled escalations, time critical issues, maintained time sensitive records and created reports.
* Promptly and methodically responded to customer inquiries to identify and resolve issues with initiative and good judgment.
* Maintained attendance expectations

Tony’s Smoke Shop. Beaverton, OR Jan 2018 to January 2019

Sales Associate

* Processed inventory when shipments arrived via FedEx.
* Stocked merchandise on shelfs after transferring inventory into systems.
* Quality checked inventory for any damages and created reports based on findings.
* Research information about products in the store and stayed current with trends on newest products available.
* Counted and processed the amount of money collected at the end of the night and created reports on amount of transactions collected.
* Won second place in a monthly competition to see who made the most money for the company per hour 6 times in a row.

Oracle. Hillsboro, OR. Jan 2019 to July 2020

Warehouse Manufacturer

* Invoiced shipments of Oracle Hynix and Samsung servers for processing.
* Processed customer orders for specific servers and worked with other departments to deliver product to correct station.
* Checked inventory for levels and created a work order to order more servers to be shipped.
* Created record keeping documents of inventory after servers arrived.
* Followed protocols for safety and safe keeping of electronic sensitive products.

Education

Yavapai Community College               Prescott, AZ. 2012-2014

* Computer Science Major

Skyline Community College               San Bruno, CA. 2014-2016

Portland Community College:

* CIS Network Administration Beaverton, OR. 2018-Present