**SKILLS**

Customer service experience

Retail working experience

Office working experience

Fast-paced working environment experience

Microsoft Office products and equivalent Google products experience

**EDUCATION**

**Lone Star College North Harris, Houston, Texas**

**Dec 2021**

Associates of Science

Cumulative GPA: 3.56

**WORK EXPERIENCE**

**Strategic Staffing Solutions**, Houston, Texas

**May 2021 – June 2024**

**Service Delivery Specialist**

* Responsible for all onboarding and offboarding of consultants from a wide market of recruited consultants consisting of Houston, Florida, Dallas, California, and some international countries like Canada, Philippines, Lithuania, and Poland.
* Daily workflow consisted of working in and out of an applicant tracking system, Trackerrms, a proprietary customer tracking system, and custom-made spreadsheets in excel.
* Created an onboarding tracking spreadsheet that is still being used in the company after I left in June 2024.
* Successfully handled a 40+ consultant transfer from different suppliers at Chevron to S3. Had to speak daily with many individual business owners and CEO/business leaders of different supplier companies.
* Communication was key, as the onboarding deadlines for many consultants were within days or end of week.

**Rooms To Go**, Houston, Texas

**May 2018 – June 2021**

**Porter/Cleaner**

* Daily workflow consisted of cleaning the entire store and sister store Patio To Go, loading up bedroom sets for customers/miscellaneous items, and moving furniture around the store for display.
* Cleaned the restrooms, the perimeter of the store outside, sweeping, vacuuming, mopping, dusting, window wiping, and repeating this process with the sister store, Patios To Go next to the main store.
* Fridays consisted of a 14 hr shift where the major difference was unloading the delivery truck.
* Maintained the cleanest store in the Greater-Houston region with a 3-person team.