

# Harry Ogletree

## **Problem Solver**

Warren, MI 48092

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(313)-433-0837

An innovative, assertive and dedicated Customer Service Representative who consistently achieves outstanding customer satisfaction rankings. Proven ability to establish empathy with clients and exceed sales. Who has a passion for learning new programs and processes. A team player who's able to work in a fast paced environment. Excellent oral and written communication skills.

## Work Experience

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### **Client Communications Specialist**

Quicken Loans - Detroit, MI

September 2019 to March 2021

Help the client through the mortgage process by assisting, communicating and informing the client each step of the way.

### **Toll Crib Attendant / Quality Inspector / Production**

FLEX N GATE - Detroit, MI

May 2018 to April 2019

- Inspect motor parts
- Measure motor parts
- Shipping and receiving
- Stock/ Inventory
- CMS computer data
- Cycle count
- Operate standing Hi-Lo
- Paper work
- Team lead
- Order Parts
- Worked with Cooperate
- PPE organized
- Safe Launched

### **Sales Associate**

NORDSTROM - Troy, MI

November 2016 to 2018

- Sale clothing
- Stock
- Fulfill computer orders
- Fulfill phone orders
- Greet guest
- Close and open store

**Host/ Server**

URBAN SOUL - Detroit, MI

February 2013 to September 2016

Demonstrated genuine hospitality to customers upon entrance. Take interest in customer's needs to better serve them.

Relay order selections quickly and accurately to kitchen staff. Clean and maintain the dining area.

**Designer**

Stan's Fashion - Novi, MI

June 2015 to April 2016

Designed logos for companies

Created and designed clothing for the company Software used- Photoshop, Illustrator

**Host/Server**

OLGA'S KITCHEN - West Bloomfield Township, MI

June 2012 to February 2013

Handled customer service requests

Took customer orders over the phone while demonstrating knowledge of menu items Cleaned and maintained the dining area

**Volunteer / Community Service**

BIRMINGHAM BLOOMFIELD ART CENTER - Birmingham, MI

June 2010 to February 2011

Assisted children with arts and crafts projects. Collect cash from participants.

Customer's Service.

## Education

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**BACHELORS in Illustration**

Product design College for Creative Studies

2013 to 2014

## Skills

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- Logo Design
- Illustration
- Quality Inspection
- Adobe Illustrator

## Additional Information

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**SKILLS**

Fast learner when it comes to computer and technology

Knows how to remove a virus from a computer Experience with Adobe programs- Photoshop and Illustrator

Knows how to manipulate with firewalls Skilled with handheld electronics

Knows how to root an Android Device

Can fix internet issues

Experience with being able to mod games Apple Jailbreak Skills

Customer service skills

Awesome people skills Great team player

File transfer skills