

KIMBERLY COLLAZO

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PROFESSIONAL SUMMARY

Ambitious, career-focused job seeker, anxious to obtain a Full Stack Web Develop position to help launch career while achieving company goals.

SKILLS

• Multitasking and Prioritization

• Courteous with Strong Service Mindset

• Calm and Professional Under Pressure

• Payment Processing

• Multi-Line Phone Systems

• Databases: SQL Server, MongoDB

• Application Development

• Javascript Libraries and Frameworks

• Front-End Skills: HTML, CSS

WORK HISTORY

CUSTOMER SERVICE ASSOCIATE 07/2020 to Current

Publix Grocery Store, Orlando, FL

• Helped large volume of customers every day with positive attitude and focus on customer satisfaction.

• Informed customers about special promotions and provided detailed information for various products.

• Maintained secure cash drawers, promptly resolving discrepancies in daily totals.

• Worked flexible schedule and extra shifts to meet business needs.

• Learned Liquor Clerk, Bakery Clerk, Cashier and Meat Clerk positions and provided backup at key times.

IN STORE SHOPPER 03/2020 to 10/2020

Instacart, Lakeland, FL

• Placed completed orders in labeled, temperature-appropriate storage pending customer pick up.

• Served customers with knowledgeable, friendly support at every stage of shopping and purchasing.

• Worked productively with customers to meet order requirements and service expectations.

• Reviewed customer orders closely to locate desired items and checked app regularly to identify changes.

• Consistently met deadlines and quality goals for accuracy and timeliness.

• Demonstrated speed and accuracy in order item selection.

• Scanned each item's barcode before item's removal from shelf.

• Observed store's safety regulations while engaged in product fulfillment activities.

• Reported order discrepancies to team leader or other manager.

• Selected best-quality perishable items such as meat and produce.

• Tracked substitutions and informed customers of changes.

• Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends.

RECEPTIONIST 07/2018 to 02/2020

Sun State Ford, Orlando, Florida

• Answered phone promptly and directed incoming calls to correct offices.

• Greeted incoming visitors and customers professionally and provided friendly, knowledgeable assistance.

• Kept reception area clean and neat to give visitors positive first impression.

• Provided clerical support to company employees by copying, faxing and filing documents.

• Sorted, received and distributed mail correspondence between departments and personnel.

• Resolved customer problems and complaints.

• Kept accounts in balance and ran daily reports to verify totals.

• Maintained transaction security by verifying payment cards against identification.

STOCKER 08/2005 to 11/2005

Universal Studio Orlando, Orlando, Florida

• Performed inventory control, such as counting and stocking merchandise.

• Consistently lifted materials weighing as much as 50 pounds.

• Blocked and faced products on displays and shelves in accordance with company policy.

• Assisted maintenance team with organizing and cleaning warehouse, stockroom and store near shift close.

• Maintained fitness in order to move merchandise efficiently and safely.

EDUCATION

High School Diploma

Lake Brantley High School - Altamonte Springs, FL

No Degree : Web Development

University of Central Florida - Orlando, FL