

Juanita Shutt

Sandy, UT

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Authorized to work in the US for any employer

Work Experience

Supervisor Rental Technician

Snowbird Ski and Summer Resort - Sandy, UT

January 2018 to May 2023

Manage and train my team as needed. Answer tough questions, make time sensitive decisions when needed. Run the register and offer exceptional customer service. Set up ski and snowboard equipment properly while supporting a professional and friendly relationship with the customer. Answer all questions about gear and educate guests how to use it properly. Knowledge of the gear and each rider's ability was necessary to ensure the skis were picked out correctly and set to the individual's settings.

Returns Specialist

KUHL Clothing - Utah

April 2021 to August 2022

Process returns, while following all safety procedures in the warehouse. Answer inbound calls and chats. Create solutions for our customers that benefit both the company and the customer while following policies and procedures. Reviewed warranty and repair claims. Repaired or replaced items keeping the customer updated. Assisted warehouse with picking when needed.

Customer Service Representative

Backcountry - Utah

June 2019 to November 2019

Answer inbound calls and chats. Educated and assisted customers on choosing the appropriate gear for their next adventure. Created solutions for our customers that benefit both the company and the customer while following policies and procedures.

Customer Service Representative

Progressive Leasing - Utah

February 2018 to August 2018

Answer inbound phone calls. Explained lease agreements. Created solutions for our customers that benefit both the company and the customer while following policies and procedures. De-escalated calls when needed

Lodge Attendant

Silver Ski Chalet - Enumclaw, WA

November 2017 to June 2018

Strip and clean rooms in a timely manner. Crucial to our success that I was meticulous in making sure every condo was spotless and each task done perfectly. assist guests when needed. Occasionally would assist with front desk duties.

Extended Care Specialist

The Museum of Flight - Seattle, WA

July 2017 to September 2017

Entertain the campers until they split into their day groups. I oversaw breaking the counselors for lunch as well as being a substitute counselor when necessary. In my spare time I built the supply boxes the counselors would use next week.

Sales Associate

Crystal Mountain Ski Resort - Enumclaw, WA

July 2017 to September 2017

Cashiering, maintaining and stocking the store. Provided directions and suggestions for activities and hiking around the resort.

Sales Associate

Enumclaw Ski and Mountain Sport - Enumclaw, WA

December 2016 to May 2017

Cashier, Fit ski and snowboard boots. Stocked and tagged items. Assisted customers with locating gear and educating them about gear and apparel.

Lead Cashier

Crystal Mountain Ski Resort - Enumclaw, WA

November 2016 to May 2017

Sold and refunded tickets, resolved issues that arose, train my staff and offer technical support when needed. Breaking and releasing workers on time while anticipating crowds. Clean kiosks were expected. I was also responsible for troubleshooting and fixing basic equipment issues.

Customer Service Agent

1-800 CONTACTS - Salt Lake City, UT

June 2016 to October 2016

Answer inbound phone calls. Explained contact prescriptions. Help customers order correct contacts. Offer outstanding customer service and up sale when possible. Created solutions for our customers that benefit both the company and the customer while following policies and procedures.

Childcare Provider

Deer Valley Resort - Park City, UT

December 2014 to August 2015

Our top priority was the children's safety. We had about twenty, 2-year olds a day in our care. We were required to record each child's food intake, bowel movement, sleep times and activities. We had to follow many different procedures for food prep, cleaning, diaper changes, and furniture placement. We had to stay in a 5 to 1 ratio with the kids. When challenges arose, it was detrimental we quickly found a safe solution with little or no help that fell within our policies and procedures.

Instructors Assistant

Deer Valley Ski Resort - Park City, UT

December 2012 to April 2014

I entertained the children in the morning for about 1.5 hours. After rode chair lifts with the kids to ensure their safety during their transition from parent to ski instructor. For the rest of the day I assisted teachers with their classes reinforcing key techniques they were teaching.

Education

Certificate in progress in Software Engineering

Salt Lake Community College - Salt Lake City, UT

August 2022 to Present

High school or equivalent in General Studies

Alta High School - Sandy, UT

Skills

- Childcare (5 years)
- Mechanical Knowledge
- Early Childhood Education
- Classroom Management
- Customer service (8 years)
- CRM software (4 years)
- Microsoft Windows
- Troubleshooting
- Teaching
- Retail Sales
- HTML5
- JavaScript
- CSS
- Vue.js
- Bootstrap

Certifications and Licenses

driver's license