

## SYREESE DELOS SANTOS

Customer Success & Remote Operations Specialist | CRM & Tech Savvy | 425-599-3808 | [Email](#) | [LinkedIn](#) | [syreese.com](#)

### PROFESSIONAL SUMMARY

Reliable and tech-savvy professional with extensive background in high-volume customer service, relationship management, and business operations. Proficient in remote collaboration tools including Salesforce, HubSpot, and Google Workspace. Proven ability to self-manage workflows, resolve complex customer issues, and drive retention in fast-paced environments. Eager to leverage administrative and CRM skills in a remote support or operations role.

### CORE COMPETENCIES

- **Remote Tools:** Salesforce, HubSpot, Salesloft, Google Workspace (Docs, Sheets, Slides), Zoom, Slack.
- **Customer Support:** Ticket Resolution, Account Retention, Client Onboarding, Conflict Resolution.
- **Operations:** Scheduling, Data Entry, Workflow Optimization, Time Management.

### RELEVANT TRAINING

- Remote Business Operations & CRM Certification | CourseCareers | March 2023
- Completed intensive 40+ hour training on business communication, CRM management, and sales methodologies.
- Mastered navigation and data entry within Salesforce and HubSpot to manage client relationships.
- Developed skills in professional email etiquette and multi-channel outreach (Email, LinkedIn, Phone).

### PROFESSIONAL EXPERIENCE

**Utility Worker & Logistics Support** | Mehrer Drywall – Seattle, WA | Feb 2022 – Present

- Coordinate daily schedules and materials to ensure strict project deadlines are met.
- Demonstrate high adaptability and reliability, consistently managing tasks with minimal supervision.

**Cleaning Technician & Account Rep** | OxiFresh Carpet Cleaning – Kirkland, WA | Dec 2021 – Feb 2022

- Top Performer: Led the local branch in customer satisfaction, maintaining a 5-star review rating via incentive programs.
- Increased weekly revenue by \$200 through consultative service and identifying customer needs on-site.

**Retail Associate** | Walmart – Lynnwood, WA | Aug 2019 – Dec 2021

- Provided exceptional front-line support, handling high volumes of customer inquiries efficiently.
- Collaborated with a remote and on-site team to ensure inventory accuracy and service speed during peak periods.

**Manager** | McDonald's – Edmonds, WA | Jan 2016 – Aug 2019

- Leadership: Managed a team of 10+ employees, overseeing shift scheduling, training, and workflow delegation.
- Metrics Success: Improved drive-thru efficiency times, directly resulting in increased store revenue and customer retention.
- Resolved escalated customer complaints with a focus on brand loyalty and satisfaction.

### ENTREPRENEUR EXPERIENCE

**Founder & Operator** | CaseHeat.com – Edmonds, WA | Nov 2013 – Jan 2016

- Managed all backend business operations, including digital correspondence, order fulfillment, and inventory tracking.
- Executed data-driven marketing campaigns generating 200,000+ impressions.
- Optimized lead generation strategies, boosting sales conversions by 30%.

**Founder & Operator** | Top Glass Window Cleaning – Edmonds, WA | Jan 2013 – Nov 2013

- Managed client scheduling, invoicing, and follow-up communications to ensure repeat business.
- Built a local client base from scratch through direct outreach and referral programs.

### TECHNICAL PROJECTS & PORTFOLIO

- **Syreese.org** (Web Administration): Designed and maintained a functional membership portal, ensuring smooth user navigation and backend system reliability.
- **Syreese.com** (Automation): Implemented AI-driven tools to automate scheduling workflows and manage incoming digital inquiries efficiently.
- **Muscle Method** (Community Moderation): Managed a digital community on Skool, moderating user discussions and facilitating member engagement/support.
- **OrthoStar** (Product Concept): Built a reputation management system designed to track customer feedback and improve satisfaction ratings.