

Rosa Mosley

Data Entry Clerk

Lowell, MA

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Flexible and intuitive data entry clerk with experience inputting and organizing data in various software programs and applications. Well-developed in SQL, R, and Excel spreadsheets. Dedicated to delivering results quickly and in line with expectations for optimized productivity.

Authorized to work in the US for any employer

Work Experience

Seasonal Sales/Call Center Agent

Mosquito Squad - Fitchburg, MA

February 2022 to June 2022

- Conducted and received 50+ inbound and outbound calls daily on Five9 to prospective and existing customers to provide them with information on company products, discounts, and services.
- Compiled and ensured accuracy of customer data entered in Excel and ServiceMinder database software, updating customer account information as needed.
- Resolved customer complications by exploring alternative answers and solutions, de-escalating unresolved disputes, and implemented innovative solutions to common customer complications.
- Assembled invoices, statements, personal details, documents and information from employees, other departments, and clients.
- Achieved second highest sales close rate of 73% in June 2022.

Production Assistant

Infinity Collection - Fitchburg, MA

November 2020 to August 2021

- Managed the production and timely assembly of custom jewelry pieces.
- Processed orders daily into SKULabs to manage inventory levels and stock visibility.
- Trained, accommodated, and provided newly hired employees with product knowledge and resources as part of training and departmental procedures.

Embroidery Machine Operator

Advanced Print Technology - Fitchburg, MA

June 2020 to November 2020

- Facilitated smooth embroidery production by maintaining, operating, and adjusting machines, according to work orders.
- Scrutinized embroidery machines for potential thread breaks, bobbin change outs, and embroidery defects for troubleshooting.
- Corresponded with screen printing department to establish seamless production of prioritized customer orders.

Plant Merchandiser

Resource Plus - Leominster, MA

March 2020 to June 2020

- Exhibited new merchandise with signage and appealing displays to encourage customer sales and boost store profits.
- Meticulously followed prepared sketches and planograms to arrange consistent shelves, racks, and bins across various locations.
- Engaged potential customers by answering product and service questions; Upselling through informing customer about current sales and store promotions.
- Managed communication and relationship between vendors and the customer, and served as the point of contact and escalation point for the resolution of unresolved problems, complaints, and complex service requests or projects.

Press Feeder/Packer

Boutwell, Owens, & Co. - Fitchburg, MA

January 2019 to August 2019

- Assisted press operator with operating and maintaining sheet-fed offset printing press, keeping printing press running consistently during production of all jobs.
- Provided exceptional printing quality by continuously checking production run, comparing proof copies, and adjusting machine as needed.
- Accurately inspected, weighed, and packaged printed products for shipment while meeting quality standards.

Printing Assistant

Advanced Print Technology - Fitchburg, MA

September 2016 to October 2018

- Examined and scrutinized screen-printed orders daily to verify proper quality and quantity.
- Reviewed, tracked, and processed incoming shipments and supplies for printing and embroidery department.
- Received and handled requests from customers for purchase orders, order adjustments, and payments.
- Collected and processed order payments, updating accounting records with new payments, balances, and customer information.

Sales Associate/Customer Service

The Children's Place - Leominster, MA

October 2015 to August 2016

- Accommodated customers during the sales process by answering queries in person/via phone on products to render smooth shopping experience.
- Implemented upselling strategies to boost sales by 15% through store credit cards, complementary purchases, and loyalty benefits.
- Resolved customer complaints, billing issues, and located resources with customer service team for problem resolution and designing best-option solutions.
- Recognized as one of the top employees in store district for attracting most store credit card sign ups in 2016.

Education

High school Diploma in Graphic Communications

Montachusett Reg Voc Tech - Fitchburg, MA

August 2011 to May 2015

Skills

- Data Entry
- SkuLabs
- Order Processing
- R
- Microsoft Office Suite
- SQL
- Tableau
- Adobe Creative Suite
- Google Analytics
- Data Visualization
- Customer Support
- R Studio
- CRM Software
- Graphic Design

Certifications and Licenses

Google Analytics Certification

Present

Assessments

Filing & organization — Highly Proficient

January 2023

Arranging and managing information or materials using a set of rules

Full results: [Highly Proficient](#)

Call center customer service — Highly Proficient

January 2022

Demonstrating customer service skills in a call center setting

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.