

Katelynn Plourd

Skills & Abilities

- 2 years professional office experience
- Over 7 years of customer service experience
- Ability to meet competing demands in high stress environments
- Excellent written and verbal communication skills
- Hardworking with an eye for detail

Education

BFA in Interior Design, Sustainability Minor 2006 – 2010
The Art Institute of Portland

Work Experience

Customer Service Representative, Netflix 2010
Hillsboro, OR

- Provide customer support to inbound calls
- Identify and solve customer issues in a timely manner
- Troubleshoot with active listening skills in a multitasking environment

Showroom Assistant, Kravet 2009 – 2010
Portland, OR

- Select appropriate textiles for customers and generate design ideas
- Rotate new product, replenish memo room and send sample requests

Assistant, Registrars Office, The Art Institute of Portland 2008 – 2010
Portland, OR

- Maintain confidentiality, paperwork flow and file management
- Create and maintain Excel spreadsheets
- Audit and compile new student files in a timely manner

Customer Service Specialist, Answernet Portland 2006 – 2007
Portland, OR

- Manage and control high call volumes with multi-line systems
- Compose and relay detailed messages in a high stress environment

Affiliations & Activities

Secretary & Co-Leader, Interior Design Club, The Art Institute of Portland 2009 – 2010

- Develop club vision and arrange events and guest speakers
- Maintain member list and club e-mail account
- Organized Volunteer Event: Friends of Forest Park Clean Up Day

Peer 2 Peer Mentor, The Art Institute of Portland 2008 – 2009

- Mentor, advise and help new students adjust to college
- Maintain open communication with peers ensuring successful transition