**Denise M. Mendoza**

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Analytical and skilled **Department Manager /Sales/Customer Service** representative with a progressive career working within various industries, serving customers and contributing to business development.

➢       Strongly committed to quality in every aspect of customer service. Expertise in collaborating with customers with the vision to strategize the action steps needed to attain long and short term goals. Recognized for maintaining working relationships built on trust and respect.

➢       Consistently maintain a high-standard performance record via exceptional service utilizing analytical, problem-solving, decision-making, and multi-tasking skills.

➢       Strong ability to perform independently, exercise good judgment, prioritizes workload, and work efficiently with a focus on detail and accuracy.

➢       Loyal and honest; recognize the value of a strong work ethic, the advantages of working as a team player, as well as the importance of achieving personal and company goals.

➢       Effective communicator, skilled at building rapport with diverse individuals at all levels. Respond to customer questions and concerns in a prompt, professional manner.

**Professional Experience**

The Gateway Center 4/2013-Present

**Intake/Intern**

**Helping men, woman, children, and the elderly who are victims of domestic violence, helping with restraining orders through “Turbo Court”, helping with filling out legal paperwork (Custody/Child Support/Divorce), doing intakes and determining the best course of action for the client and/or children involved. Helping with special projects when necessary. Recently completed DVERT training, scheduled for DV training in June with IRCO.**

Ultimate Staffing 4/2012-8/2012

**Admissions Representative-Temporary Assignment**

**Proactively work by phone to improve the conversion of prospects to applicants and improve the applicant-to-start rates for client colleges. Heavy phone work, while assisting students in effectively navigating admissions and enrollment processes and ensure that they meet critical deadlines. Facilitate frequent and productive interactions between students and school representatives including academic advisors and financial aid advisors. Coach students on developing a plan to achieve their academic and career goals by managing academic and personal commitments through the student website. Co-facilitate the partnership between InsideTrack and the client university through regular communication. Met targets for key performance activity metrics.**

* **Reached quota expectations first month on job**

Sur La Table, Lake Oswego, OR 9/2011-2/2012

**Seasonal Employee**

**High-end kitchen cookware sales with a daily quota. Greeting customers enthusiastically, cleaning displays, inventory, coffee demos, food demos, and knife sales.**

Portland Nursery, Portland, OR 2/2011-6/2011

**Seasonal Employee**

**Helped customers with gardening ideas, taught non-english speaking people how to plant vegetables/cultivate a garden, warehouse, selling, cashiering, phones, stocking, taking in plant orders, special requests, and gift cards.**

Graphik Dimensions, High Point, NC 9/2010-12/2010

**Customer Service Representative**

**Inbound call center addressing all questions pertaining to custom picture framing, custom mats, and custom prints. Educate customers on how to frame a print, framing terms, and the importance of matting. Worked closely with clients on custom frame needs and sizing as it related to their decorating needs. Worked closely with artists on large volume orders. Maintained customer contact by daily outbound calls (25 per day).**

ADP, Automatic Data Processing, Clackamas, OR 3/2010-8/2010

**CSR-Major Accounts**

**Inbound call center. In charge of handling all questions pertaining to ADP payroll, teaching clients how to run their payroll, how to add new employees, how to fix, adjust, and process/correct vacation and sick time. I also worked closely with IT in diagnosing the client’s problem and determining the level of execution needed. I kept in contact with clients through follow up phone calls on a weekly basis to make sure their needs with the payroll were being met.**

Home Depot, Portland, OR 3/2006 - 9/2009

**Department Manager/Purchasing/Returns Cashier**

**Collaborated with store security to prevent the return of stolen merchandise and shoplifting. Maintained profitability through report analysis, trend identification, addressing problems and developing appropriate responses in a timely manner. Trained, scheduled, coached, and educated associates on customer service techniques and product information. Supervised department with 10 associates. Planned and implemented merchandising for department, coordinating with assistant sales managers, freight team, and inventory management associates to execute machining plans, manage minor resets, and cross-merchandise.**

* **Ranked #2 in the district for sales volume with only two months of tenure in position.**

Dragonfly Consulting & Property Management, Glendale, AZ 9/2004 - 5/2006

**Owner/Transaction Coordinator**

**Provided consultative services to investors seeking to purchase rental properties in the Phoenix metro area. Conducted detailed and thorough property management functions including completing rental and other real estate contracts, maintaining homes for out-of-state investors, and updating broker website. Traveled monthly to promote Phoenix real estate market at real estate seminars in the Los Angeles area.**

* **Operated successful property Management Company, developing it from the ground up, including marketing, customer service, and completion of legal paperwork.**

United Staffing Temporary Service, Greensboro, NC 1/2003 - 7/2004

**Registrar / Assistant Training Coordinator**

**Assigned to Volvo North American Institute to collaborate with instructors, district sales managers, and commercial dealerships across the United States, Canada, and Mexico regarding class registration and information. Organized and managed all catering functions for school and worked with catering company to prepare specific menu for each week. Informed dealerships of new schedules and price changes, secured training booklets for instructors, and maintained all student records. Monitored inventory and ordered supplies. Maintained detailed databases.**

**Education**

Bachelor of Science, History, Minor Law and Legal Studies, Portland State University, Portland, OR

Grand Canyon University, Master’s Program, Criminal Justice with a focus in Legal Studies: in progress