Lori Butcher

16303 1st Pl W. | Bothell, WA. 98012 | 206-853-9926 | [livinghealthy830@gmail.com](mailto:livinghealthy830@gmail.com)

**Profile**

Highly dedicated enthusiastic reliable customer service professional with 4 years experience. Worked various jobs with sellers on Amazon as a customer service representative. Maintained customer satisfaction and contribute to company success. Trained and experienced in resolving customer complaints and issue refunds when needed. Motivated to deliver exceptional customer service to attain successful business outcomes. Experience in Seller Central, spreadsheets and data entry. Excellent verbal communication skills. Ability to build productive relationships, resolve complex issues and win customer loyalty. Experience appointment setter with 1 1/2 years. I have also worked in a call center from home.

**Education**

**Monroe High School**, Monroe, Washington

1978 – 1981

Coursework in History, English, Spanish, Art, Science. Track and tennis team.

Diploma

**Everett Community College**, Everett, Washington

Cosmetology

1981 – 1983

Hair cutting and Chemical Services training. Sanitation training. Management and Marketing coursework.

Sales, inventory, front desk, and appointment scheduler. Degree/License

**Work Experience**

**Customer Service Representative**

**Liberty Grooming Company**

Nov 2015 - July 2018

Answering emails and voicemails.

Replying to Amazon Buyer Messages

Replying to product reviews (and offering refunds/replacements to anyone

who leaves a negative review)

Processing refunds

Creating fulfillment orders for anyone we need to send an extra product to

Replying to Facebook messages

Replying to Seller Feedback and asking them to leave a product review

**Customer Service Representative** (short term contract work)

**Flux Smart Lighting Company**, Gilbert, Arizona

Oct 2015 – Jul 2016

Reach out to customers by phone and email who had made a purchased to make sure they were happy with their purchase and help them with any problems that arose. Responsible for collecting customer's emails. Built a trust with the customers. Enter information in spreadsheets.

**Customer Service Representative** (short term contract work)

**Sheer Strength/Body Vega,** Austin, Texas

Jun 2014 – Apr 2015

Call customers and managed quality communication, customer support and product representation for each customer.

Make sure customers are happy and resolved product issues quickly. Guaranteed positive customer experiences.

Report regular updates and meet all requirements that are assigned to me.

Respond to Amazon reviews. Successful changing negative reviews to positive reviews.

**National Sales Service Rep/Appointment Setter Answers For Elders/Senior Life**

Aug 2011 – Jun 2012

Called professionals (lawyers, doctors, bankers, insurance companies, etc) and asked them to join our network for seniors. Enter data in spreadsheets.

For Senior Life: Make over 500 cold calls a day to set appointments for life insurance agents for burial insurance.

Would quality prospects for the agents.

**Appointment Setter**

**City Twist**, Boca Raton, Florida

Jan 2011 – Jul 2011

Call car dealerships, get pass the gatekeepers and talked with Presidents, Vice Presidents and General Managers. Set appointments for my sales team. Made over 650 calls a day on the auto dialer.

**Party Manager/ Pony Handler**

**Seattle Pony Party**, Snohomish, Washington

Feb 2012 – May 2014

Schedule appointments, supervise others, work with children and adults, handled many different types of horses and ponies, resolve any problems.

Great communication skills and teamwork.

**Stable Manager**

**Son Rise Stables**, Snohomish, Washington

Aug 2011 – Mar 2014

Supervised two to three others. Responsible for care and overseeing care of barn, stables and horses. Interact with boarders, collect monthly board, resolve problems quickly.

**Core Strengths**

Strong organizational skills Courteous demeanor

Helpful attitude Energetic work attitude

Empathy Telephone skills

Dependability Active listening skills

Attention to detail Fast learner