

# SHELBY BENWAY

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## PROFILE

Experienced Customer Service worker seeking PT/FT role.

## EXPERIENCE

### **Moderator, Modsquad; Sacramento, CA — 2019-2021**

Moderated high risk reports in a quick and efficient manner. Experienced in upholding community guidelines and safety of users. Investigated complicated reports and issues while multitasking. Trained new moderators remotely and in office. Recognized in December 2020 for quality and efficiency of report processing.

### **Shift Lead, Sun & Soil; Sacramento, CA — 2018-2019**

Trained new customer service staff on product knowledge, sales, and safety standards. Ran company social media account with knowledge of trends to attract new customers and retain clientele. Promoted to shift lead after three months.

### **Licensed Massage Therapist; Massage Envy; Portland, ME — 2016-2017**

Provided a wide range of services for Sports, Prenatal, and relaxation clients. Created lasting relationships with clientele by creating tailored plans to fit each client's specific needs. Maintained detailed files on each client neatly and thoroughly.

### **Bookseller; Books-A-Million; South Portland, ME — 2015-2016**

Maintained and built merchandise displays for visiting authors and events. Kept updated knowledge of book sales and trends among all genres. Performed excellent customer service while insuring that every customer left with exactly what they wanted and more. Supported company goals by attending and working special events.

## EDUCATION

### **Spa Tech Institute; Westbrook, ME — LMT CPP, 2016**

### **Vacaville High School; Vacaville, CA — Diploma, 2011**

## SKILLS

Expert in Mac OS operating systems. Ability to type 60 WPM. Strong emotional resilience when viewing difficult subject matter. Proficient in Adobe Creative Suite. Over ten years of customer service experience.

## REFERENCE

Sarah Christian; Modsquad Project Manager, Phone: 215-767-7829