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Amanda Hoshor

OBJECTIVE

TO OBTAIN A CHALLENGING POSITION THAT WILL UTILIZE MY SKILL SET WHILE ALLOWING FOR PERSONAL GROWTH.

EXPERIENCE

UTAH STATE TAX COMMISSION – *Motor Vehicle Technician*

2016 – PRESENT

- Title, register and maintain accurate records for the motor vehicle dept.
- Maintain confidential records of customers information.
- Balance a register while collecting payments from the public.
- Provide accurate service while following guidelines and laws.

Dialog Marketing – *Quality Assurance Team Lead*

2013 – 2016

- Maintain a personal error rate of less than .25% of the changes made.
- Make changes according to a specific requirement of the client's needs.
- Coach Team Members on their individual performances based off of error rates.
- Review and help agents reach a personal error goal of less than 4% while checking their completed work for errors and correctness.

Dialog Marketing – *Senior Customer Experience Analyst*

2013 – 2013

- Assisted Team Members with special project work.
- Maintained Quality & Production goals to help meet daily workload of all agents.

Dialog Marketing – *Customer Experience Analyst*

2012 – 2013

- Contact companies using all resources to evaluate customer service skills.
- Gauge response times, professionalism and knowledge of company policy and procedures.

Dialog Marketing – *Angie's List Representative*

2011 – 2012

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- Make outbound calls to members of Angie's List services to collect reports on services performed by existing contractors and medical providers.
- Engage customers to provide recommendations for new service providers
- Used phone scripter and internet searches to complete each customer interaction.

Liberty Tax Services – *Federally Approved Tax Preparer*

MONTH 20XX – MONTH 20XX

- Prepared and filed client's taxes.
- Used tax preparation software to enter customer's information for full preparation and quotes.
- Performed receptionist duties including answering multi-line phone while maintaining filing systems in a neat manner.

West Corporation – *Customer Service Representative*

2009 – 2010

- Assisted in trouble shooting, taking payments and changing customer's plans based on needs and usage.
- Used specialized software and troubleshooting when assisting customers solve problems.
- Successfully met sales goals by offering upgrades to subscribers.

EDUCATION

UNIVERSITY OF UTAH Professional Education BootCamps – *Full Stack Web Development*

March 2021 – September 2021, Utah

INDEPENDENCE UNIVERSITY – *Bachelors of Health Information Management*

March 2021 – September 2021

REFERENCES

References are available on request.