

Ena Patterson

Ena is a creative problem solver with a strong background in customer service skills, seeking to take next career step with a respected support team focused on creating positive customer experiences.

SKILLS AND COMPETENCIES

Able to learn new technologies at a fast rate. Accomplished learning up to 5 different systems within weeks.

Strong communication skills; both written and spoken

Team oriented and able to work independently. Accomplished working as a team lead independently and collaboratively with a second team lead

Logical and analytical thinker.

CONTACT DETAILS

Phone: 616.828.2611

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Address: Gahanna, OH 43230

[ADDING IN GITHUB HERE](#)

ACADEMIC BACKGROUND

January 2019- May 2021

Stark State College

Pursuing Web Design Associates Degree

-Programming Logic

- Visual Basic Courses

-Database/SQL Development

Kendall College of Art

BFA. (Bachelors of Fine Arts) Illustration

August 2010-May 2015

EMPLOYMENT HISTORY

Account Specialist

Covermymeds | December 2019- Present

CRM Ops Specialist

DSW shoephoria! Center | September 2019- November 2019

- Complete setup for online promotions for front end user experience
- Review marketing materials with offers to ensure accuracy

Marketing User Acceptance Tester

DSW shoephoria! Center | March 2019- August 2019

- Review all communication to customers to ensure accuracy including email and SMS.
- Complete testing of coupon codes and barcodes for website and store use

Customer Service Team Lead & Customer Service Representative

DSW shoephoria! Center | August 2017- March 2019

- Maintain a high-quality work environment so team is motivated to perform at their highest level of performance.

-Created a document sharing individual progression on a weekly basis. Provide statistical and performance feedback and coaching on a regular basis to each team member.

- Administer performance reviews for skill improvement on a monthly basis tracked by an Excel document I created to calculate year-end goals based on current performance.

_ Handled escalated customer calls with one contact resolution. Always completing necessary follow up for customer satisfaction.

- Communicate with DSW customers and stores to provide assistance with product inquiries and customer service questions via phone, online, and click-to-chat.





- Worked effectively with team and other back office departments to identify and resolve customer and business related issues in a timely manner

REFERENCES

Available upon request.

ENA PATTERSON

CONTACT

-  Gahanna, OH 43230
-  pattersonena@gmail.com
-  616-828-2611
-  <https://github.com/patt-e2991>

SKILLS

- HTML/CSS Javascript
- Python Figma. Bootstrap JQuery
- SQL PHP JAVA

EDUCATION

Stark State College

Web Design Associates
Degree
2019-2021

Kendall College of Art

BFA. (Bachelors of Fine Arts)
Illustration
2010-2015

INTERESTS

- Painting Portraits
- Traveling
- Sudoku
- Reading Sherlock Holmes

PROJECTS

Wicks n Tricks

Designed and developed an e-commerce site with Javascript

Curious Coffee

Fictional restaurant to make space reservations and discover exciting menu

WORK EXPERIENCE

COVERMYMEDS, Network Services Account Specialist

DEC 2019 - PRESENT

- Determinator Product Track to assess and identify areas of opportunity within the R360/Determinator application
- Worked advanced fax items utilizing SQL to search for items
- Improved workflow for working advanced fax items for the greater account specialist team

DSW, CRM Ops Specialist

SEP 2019- NOV 2019

- Complete setup for online promotions for front -end user experience
- Review marketing materials with offers to ensure accuracy