
Samantha Sloan

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SUMMARY

Detail-oriented professional with 9+ years of experience and a proven knowledge of customer satisfaction, report building for team efficiency, and in-depth knowledge of the specific softwares that is used. Curious individual with a passion for technologies specifically in software development and database management. Looking to utilize technical skills in a new environment.

TECHNICAL SKILLS

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|---|--|
| <input type="checkbox"/> Windows/Mac platforms | <input type="checkbox"/> Databases (MySQL, MongoDB) |
| <input type="checkbox"/> MS Office Suite (Advanced Excel) | <input type="checkbox"/> Deployment (Heroku, Git) |
| <input type="checkbox"/> Google Drive/Docs/Slides/Sheets | <input type="checkbox"/> PHP/Laravel |
| <input type="checkbox"/> Salesforce | <input type="checkbox"/> Quality Assurance (Writing Tests) |
| <input type="checkbox"/> Slack | <input type="checkbox"/> Server Side Development (Node.js, Express, MERN Stack) |
| <input type="checkbox"/> Computer Science applied to JavaScript | <input type="checkbox"/> Final Cut X and Sony Vegas |
| <input type="checkbox"/> Browser Based Technologies (HTML, CSS, JavaScript, jQuery) | <input type="checkbox"/> Adobe Creative Suite (Illustrator, Premiere, Photoshop) |

EXPERIENCE

Gusto, Denver, CO - *Outbound Sales Representative*

MARCH 2019 - PRESENT

- Makes a total of 85 dials a day to warm leads.
- Prioritizes incoming leads/accounts created when calling prospects.
- Utilizes the Sandler Sales Methodology to work with prospects on deciding whether or not they should move forward with Gusto as their Payroll, HR, and Benefits platform.
- Works cross-functionally with other teams to ensure that customer satisfaction is high.

Global Healthcare Exchange (GHX), Louisville, CO - *Customer Support Analyst II*

JULY 2018 - FEBRUARY 2019

- Identify, research, and resolve customer issues, questions, and concerns in a timely manner.
- Defined problems, collected data, and established facts to draw valid conclusions.
- Provide customers with product and service information.

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- Complete call logs and reports.
 - Use Salesforce to create and manage cases on customer issues, questions, or concerns

Hyland Hills Parks & Recreation District, Westminster, CO - *Manager/Group Sales*

AUGUST 2011 - AUGUST 2018

- Scheduling group events by phone and email, entering in a point-of-sale system.
- Event planning, setup, and hosting for private corporate and customer parties and customer appreciation events.
- Developed and enforced safety standards and procedures for food quality and sanitation purposes.
- Assisted Operation Manager with balancing, identifying and reconciling daily transactions.
- Payroll system timesheet entry and reporting.
- Recruited, interviewed, hired and trained employees on new procedures and requirements.
- Supervised up to 15 team members.
- Producer, cinematographer, and editor of training videos.

Vans a Division of VF Outdoor, Fort Collins, CO - *Sales Lead*

SEPTEMBER 2015 - AUGUST 2017

- Acted as manager-on-duty during management absences.
- Communicated sales goals to team members, provided motivation and feedback for sales associates to succeed in reaching sales goals.
- Directed training of new team members and mentored each to promote productivity, accuracy and friendly service.
- Maintained knowledge of current sales and promotions, policies regarding payment and exchanges.
- Completed setup, breakdown and product preparation for promotional displays and in-store demonstrations.
- Generated brand awareness and positive product impressions to increase sales.
- Up-sold and cross-sold products effectively, driving sales and increasing revenue.

EDUCATION

Denver University, Denver, CO - *Certification in Full-Stack Development*

MARCH 2020 - PRESENT

Colorado State University, Fort Collins, CO - *BA - Hospitality Management*

AUGUST 2013 - MAY 2017

Minor in Business Administration

Dean's List Fall 2015-Spring 2017