

SAMANTHA SLOAN

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SUMMARY

Detail-oriented customer care representative bringing more than 7 years of expertise and achievements in customer satisfaction and contribution to company success. Focused leader with success in guiding teams through hands-on experience and success in helping plan special events from start to finish. Accomplished in building relationships and exceeding expectations.

EDUCATION AND SKILLS

Colorado State University, Fort Collins, CO

Bachelor of Science – Hospitality Management

Graduated in 2017

- Minored in Business Administration
- Dean's List Fall 2015-Spring 2017
- Member of Sigma Alpha Lambda

Certifications:

- Tips Certified, CPR Certified, and ServSafe Food Handling
- Certification in Hospitality Human Resources Management and Supervision
- Certification in Film and Video Production – WarrenTech

Technical Skills:

- Windows/Mac platforms
- MS Office Suite (Advanced Excel)
- Google Drive/Docs/Slides/Sheets
- Final Cut X and Sony Vegas
- Adobe Creative Suite (Illustrator, Premiere, Photoshop)
- Salesforce

WORK EXPERIENCE

Global Health Exchange (GHX), Louisville, CO

Customer Support Analyst II

July 2018 – Present

(Contract)

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

Hyland Hills Parks and 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.
- Inventory management and reporting.
- Payroll system timesheet entry and reporting.
- Assisted the Assistant Manager with strategically scheduling team members to maintain optimal staffing levels at all times.
- Recruited, interviewed, hired and trained employees on new procedures and requirements.

- Earned management trust by serving as key holder, responsibly opening and closing store.
- Customer Service - responded to questions and concerns about service, consistently improve customer satisfaction through expert resolution of conflicts, issues, and concerns.
- Supervised up to 15 team members.
- Fostered a positive work environment by consistently treating all employees and customers with respect and consideration.
- Recognized and rewarded outstanding work performance to cultivate a positive and collaborative customer service culture.
- Producer, cinematographer, and editor of training videos.

VF Corporation/Vans Division, Fort Collins, CO
Sales Lead/Sales Associate

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.
- Welcomed customers into the store and helped them locate items.
- Provided outstanding customer services representing the Vans' brand for retail customers.
- Marked-down clearance items and relocated merchandise to proper store areas.
- 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.
- Used time efficiently when not serving customers, including folding clothes and cleaning out fitting rooms.
- Contacted other store locations to determine merchandise availability.
- Monitored security and handled incidents in a calm and professional manner.
- Prioritized helping customers over completing other routine tasks in the store.

VOLUNTEER/INTERNSHIP EXPERIENCE

Jefferson Center, Wheat Ridge, CO – Special Events Volunteer/Video Producer

Foothills Animal Shelter, Golden, CO – Video Producer

IOTK Media, Denver, CO – Video Editor Intern

Uzeke Digital, Denver, CO – Program Designer