

## AMANDA MOULTON

### SUMMARY

A customer oriented professional who demonstrates strong communication, interpersonal, leadership and organizational skills. Solid customer service, management, sales and operational abilities exemplified in the consistent and successful accomplishment of company goals. Significant achievements in identifying and implementing business process improvements that reduce operating expenses and improve overall performance and customer satisfaction.

### SKILLS & ABILITIES

- Multi-line phone operation proficiency
- Adherers to customer service procedures
- Strong problem solving aptitude
- Exceptional workflow management
- Works well in a team environment
- Customer interface expertise

### PROFESSIONAL EXPERIENCE

#### CUSTOMER CARE SPECIALIST, ASSURANT

01/2016 - Current

- Relay accurate and detailed information through inbound and outbound calls.
- Provide an elevated customer experience to generate a loyal clientele
- Respond to all incoming emails and phone calls in a professional and timely matter.
- Reverse logistics for Metro PCS and T-Mobile.
- Create/assist customers in ordering process.
- Maintain records to help aid in maintaining an updated and accurate inventory of product on hand.

#### BARTENDER/MIXOLOGIST, HILTON

01/2015 - 01/2016

- Full daily inventory, and receiving of orders
- Provide all guest with personable service, and attention to detail that exceeds expectation.
- Maintained the proper licensing necessary to be a server/seller of alcohol in the state of Texas.
- Developed daily specials that resulted in an increase in sales and profit.

#### FRONT DESK AGENT, HAMPTON INN AND SUITES

01/2012 - 01/2015

- Answered all incoming calls and resolved all client issues.
- Make reservations and up sell rooms and meeting spaces to reach full occupancy.

- Verified that personal and payment information on guest accounts was accurate and complete.

**ASSISTANT BAR MANAGER, MARRIOTT RESIDENCE INN**

01/2009 - 01/2012

- Set and monitor quality and service standards for staff.
- Kept up to date with Licensing of all staff.
- Ensured adherence to money management procedures.
- Responsible for recruiting and training on new employees.

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**EDUCATION    SAN BENITO HIGH SCHOOL —HOLLISTER CA —DIPLOMA**

Graduated 2005

**ITS ACADAMEY —HURST TX —COSMETOLOGY**

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