

# Emmaly Fogle

**Summary** Self motivated, reliable and enthusiastic customer service professional with over 6 years of experience responding to and predicting the needs of individuals. My objective is to obtain a reliable occupation as a customer service professional in a stable work environment where my skills can be exercised and strengthened while becoming a strong team member and completing my degree.

## EXPERIENCE **Bakkt Phoenix AZ- Travel Agent**

October 2022- Present day

**Responsibilities:** Taking inbound calls, establishing knowledge of company protocols, identifying customer needs and assisting accordingly while maintaining a customer service satisfaction rate of 93.5% or higher. Collect sensitive personal source data to authenticate clients such as name, credit card information.

## **The Whittaker, Seattle WA — Leasing Consultant**

March 2019 - April 2020

**Responsibilities:** Assist the Property Manager in mediating tenants 30+ concerns a day. Maintaining an enthusiastic and bubbly mood while on the phone with clients as well as in person. Having a “yes” attitude when approaching resident concerns or issues. Connecting with and keeping timely correspondents with potential residents to generate repeat business. Exercising conflict mediation and resolution with existing tenants to earn their consecutive residency

## **Starbucks, Yelm WA/ Tempe AZ — Barista**

January 2015 - January 2019 ± July 2020 -Aug 2022

**Responsibilities:** Working with a team to create a warm and welcoming environment for customers as well as fellow partners. Memorizing a vast majority of drink recipes. Welcoming and connecting with every customer while maintaining positive energy. Arriving early every morning or staying late every evening to ensure success for the following shift. Expanding on the knowledge of the products being sold daily to create an easy and informed buying experience for the customer.

## **Olive Garden, Puyallup WA — Server/Bar-back**

January 2015 - March 2019

**Responsibilities:** Catering large events, preparing, transporting and setting up food and equipment in a timely manner. Serving wine, beer, and spirits to guests while validating proper identification for 21+ parties.

Address/ Contact info.

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## Relevant skills

- Customer Service
- Communication
- Capable of handling any situation with emotional intelligence
- Experience in negotiation and problem solving

