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# Kelsey Dean

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## SKILLS

I have a strong background in customer service, sales support, and client relations along with experience in automotive diagnostics, maintenance, and exotic vehicle restoration. I am skilled in communication, problem solving, time management, and teamwork, with a reputation for reliability, attention to detail, and adaptability in fast paced environments. I have years of experience in Microsoft Office (Excel, Outlook, Word, PowerPoint) and Google Workspace (Sheets, Docs, Slides).

## EXPERIENCE

### **Chilis, Escondido** – *Togo specialist*

March 2021 - December 2021

- Started as a hostess and got promoted to a Togo Specialist.
- Handled high volume calls and online orders while still being detail oriented, accurate and efficient.
- Managed payments, packaging and resolved guest concerns promptly.

### **Escondido Cycle Center, Escondido** – *Cashier*

July 2022 - September 2022

- Gained valuable knowledge of the motorcycle and off-road industry by developing familiarity with products and services.
- Oversaw daily cash and card transactions to maintain consistency and avoid discrepancies.
- Gave professional customer service by assisting guests and resolving any concerns.

### **Dugan Enterprises, Oceanside** – *Automotive Technician*

January 2023 - April 2023

- Performed repairs and maintenance on the engine, transmission, suspension and performed electrical repairs with meticulous attention to manufacturer specifications.
- Specialized in the restoration and preservation of classic and modern Italian exotic vehicles.
- Developed extensive knowledge of the automotive industry such as market trends, emerging technologies and restoration methods.

### **Patriot Portable Restrooms, Carlsbad** – *Sales Coordinator*

May 2023 - Current

- Progressed from Customer Sales Representative to Sales Representative and now Sales Coordinator.
- Tracked sales performance and maintained CRM data through diligent management and a strong focus on data quality.
- Engaged directly with customers through emailing, calling, and texting to process orders, handle any inquiries, and resolve concerns in a prompt manner.

### **EDUCATION-** High School Diploma