

# Shana Castillo

Kingsport, TN 37663

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To obtain a position in communications which will allow me to utilize my customer service and sales skills, to meet the satisfaction of customers and translating opportunities into new accounts. Excellent computer, telephone, and communication skills. I consider myself an asset and an active learner when it comes to information gathering for meeting deadlines and future goals.

Authorized to work in the US for any employer

## Work Experience

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### **Telephone Sales Representative**

FLS Connect - Saint Paul, MN

April 2023 to Present

I fundraise (outbound), take inbound calls, and validation throughout each day. I can multitask and take back to back calls. I am enthusiastic and relatable with each call. I am a good listener and make customers feel comfortable all while staying focused on closing the deal. If they speak slow or fast I adjust to match their tone.

### **Forklift Operator/Material Handler**

Alderson FPC - Alderson, WV

December 2020 to March 2023

Certified forklift operator. Received merchandise for commissary orders for a compound with over 700 residents. Checked paperwork for order accuracy and received logs. Able to provide accurate pallet counts and effectively shrink wrap.

### **Electrical Helper**

Federal Medical Center, Carswell - Fort Worth, TX

January 2018 to August 2019

Handled repairs and replacement for small electrical parts. Replaced plugs, outlets, ballasts, and light bulbs. Light wiring and installation.

### **Will Disclose in Interview**

None - Bristol, VA

May 2015 to January 2018

I would like an opportunity to explain.

### **Telemarketer**

Tri-Cities Publishing - Bristol, VA

August 2011 to May 2015

Responsibilities included sales, customer service and team building. Was able to overcome customer objections, which lead to successful customer sales.

## **Stay at Home Mother**

Home - Bristol, VA

September 2009 to August 2011

Took time off to raise children.

## **Server**

Shoney's - Abingdon, VA

February 2006 to September 2009

Served customers food, beverages, and provided quality customer service.

## **Telemarketing Representative**

Global Contact Services - Saltville, VA

June 2002 to December 2005

Provided customers with great percentage rates on credit cards through Bank of America. Overcome customer objections and successfully create new accounts for the company.

## Education

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### **Business Administration**

Pierpont Community and Technical College - Fairmont, WV, US

August 2018 to May 2019

## Skills

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- Microsoft Powerpoint
- Microsoft Word
- Forklift
- Pallet jack
- Telemarketing
- Telecommunication
- Sales (10+ years)
- Fundraising
- Computer Networking

## Certifications and Licenses

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### **OSHA 10**

### **Forklift Certification**

### **Pallet Jack Certification**