

# Cierra Sallas

With 5+ years of customer experience, and passion for communication

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## EXPERIENCE

### **Walmart, Fayetteville AR — Global Specialist**

Nov 2021 - Sept 2022

As a benefit call representative I was responsible for answering calls and inputting information at a rapid pace. My task included accessing the call and providing accurate information back. I took calls about the type of insurance an associate had and general questions regarding health benefits.

### **Rose Inc, Virginia — CPU**

April 2021 - Oct 2021

I was tasked with filing new clients for medical claims in various software programs. I was quick and efficient at entering information. I quickly spotted when a client needed to be reached for missing information. My position required me to be well organized and capable of managing my own time wisely.

### **Home Depot, Richmond VA — Warehouse**

August 2020 - March 2021

The position required long hours of standing and heavy lifting. I quickly moved up by getting my forklift license and bay lift license. Communicating well with other associates allowed me to save time with stocking and make sure to help when finishing my task early.

### **Office Max, Richmond VA — Sales Representative**

August 2019 - May 2020

Responsible for sales in the printer and computer section and maintenance in the printing department. I needed to be fast and precise with the time given, while also being friendly and having good communication with the customers.

## SKILLS

Well organized

Excels at time management

Eager to learn and overcome new challenges

Great at adapting to new environments and technologies

Able to switch tasks quickly

Can recognize different moods of others and adjust responses

## EDUCATION

### **J Sargent Reynolds, Virginia — GED**

2015

### **University of Richmond, Virginia — Certificate Full Stack Web Developer**

2019

### **Scrum Alliance, — CSM Certified Scrummaster**

2020