Davorah Stetson

Sales, Business Administration, Hospitality, Catering/Bartending, Meal Prepping, Customer Service, Food & Beverage Service, Production Assembly
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Highly compassionate, organized, adaptable, hands-on, and personable customer service specialist with an open mind, and solution oriented eye for detail. Efficient, empathic, and dedicated to ensuring that guests have an exquisite experience to be remembered.

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

Customer Service Associate

Walgreens - Tampa, FL
August 2022 to Present

• Greeting customers
• Conducting customer service surveys
• Handling photo center reservations and printing
• Resolving customer issues
• Managing customer rewards accounts
• Providing cash/card handling for transactions
• Unloading merchandise from vendors
• Leading inventory management for hair/skin care and cosmetics sections
• General cleaning and organizing of the store

Mobile Yoga Instructor Self-Employed

Self-Employed - Oceanside, CA
November 2018 to Present

• Executed marketing and self-promotion through a variety of media for online public and private sessions and outdoor based yoga classes.
• Assisted clients in developing body-mind-spirit awareness, mental clarity, physical flexibility, and strength.

Owner/Operator

BMS Consulting - Remote
September 2008 to Present

• Assisted in strategizing entrepreneurial business and marketing plans.
• Performed market research and competitive SWOT data analysis for clients.
• Created and successfully tested a wide variety of marketing solutions packages for clients.
• Created and successfully tested various project planning and team-building workshops as well as other industry meet-ups.

• Front and back office management and administrative assistance for various companies and non-profit organizations.
• Human resources management, training, and acquisitions.
• Built and managed the brand identity and web presence of clients with their input.
• Strategic business consulting, including business plan & sales strategy development.
• Consulted new businesses on drafting Privacy/HR policies and drafting Revenue/Loyalty incentive structures, both online and face to face.
• Assistance for resume writing, interviewing techniques, and lessons on basic office skills.
• Available locally and internationally via Telecom.

P&C Insurance Agent

USAA - Remote
April 2021 to August 2022

• Providing P&C Insurance services to members through administrative and business operations.
• Maintaining compliance and safety of the member data.
• Identifies and manages existing and emerging risks that stem from business activities and the job role.
• Ensures risks associated with business activities are effectively identified, measured, monitored, and controlled.
• Follows written risk and compliance policies and procedures for business activities.
• Facilitates the Property & Casualty (P&C) member experience by answering inbound and/or outbound phone calls, emails, and/or other contacts from members.
• Applies proficient knowledge of personal lines insurance to assist members with moderately complex quotes, binding new business, rating, policy, billing, payment, underwriting, contract and coverage provisions, and premium changes for insurance products and services. Responsible for the respective trailing documents for all state and/or international requirements and offerings.
• Utilizes the tools and resources available to support members with minimal assistance.
• Identifies, assesses, and understands member needs and consistently provides complete and accurate advice and solutions, including products and services. Provides thorough issue diagnosis while minimizing transfers, escalations, and callbacks.

• Effectively operates in a contact center environment and navigates multiple systems/programs while maintaining an engaging member interaction that occurs across multiple channels.
• Consistent maintenance of Property & Casualty (P&C) license and state registrations.

Cashier/Customer Service

The Home Depot - Tampa, FL
August 2020 to April 2021

• Accurate cashiering procedures and High-Quality customer service.
• Consistent basic housekeeping of the front end.
• Represented and sold the Home Depot Credit Program.
• Assisted in training new cashiers.

Seafood, Meat, Deli, Produce, Front End Clerk, and Cashier

WinCo Foods - San Marcos, CA
March 2020 to December 2020

• Seafood Clerk: Prep seafood and salads for case, disassembly/cleaning/reassembly of the case twice/wk, stocking of seafood refrigerators.

• Meat Clerk: Stocking of meats throughout the day, packaging and stocking meat department products for display, cleaning and sanitizing of dept.
• Deli Clerk: Slice lunch meat for customers, hot food prep including frying chicken for case, clean up of equipment and department for the closing shift.
• Produce Clerk: Stock salads, fruits, and vegetables; Clean up floors and bins.
• Front End Clerk: Stocking and Facing branded products on shelves, cleaning up any spills in the aisles.
• Cashier: Provided high-quality customer service and accurate ringing of purchases, cash/card handling, and till counts.

Temporary Production Assembly Line Associate

Kendal Floral Supply - Carlsbad, CA
February 2020 to February 2020

• Responsible for manicuring, rotating, and notating inventory to ensure that only fresh flowers were being used for bouquet designs.
• Assisted in creating over 100 new seasonal arrangements for multiple designs, daily.
• Organized and coordinated daily production and assembly to guarantee each delivery was accurate and on time.
• Assisted team in creating floral arrangements for various clients and holidays.
• Prepared and manicured flowers consistently for highest-quality arranging.
• Increased team productivity by assisting designers and arranging floral designs.
• Prepared vases, cellophane, felt, and packaging containers for floral storage.
• Cleaned warehouse. Including flowers, floors, coolers, and countertops.

Food Service Worker/Cashier

Costco Wholesale - San Marcos, CA
May 2016 to April 2017

Prepared a number of food products, washed dishes, worked with large-volume cooking equipment; operated pizza oven, grills, hotdog steamers, and ovens, according to Costco regulations, and provided customer service by imputing customer orders, processing credit and cash transactions while responding to questions and concerns in a fast-paced environment, while consistently maintaining adherence to safety and sanitation standards.

Customer Advisor/Product Demonstration

CDS Global - San Diego, CA
April 2013 to May 2016

Displayed, operated prep and cooking tools/appliances, prepared and served food, and enthusiastically provided excellent customer service in a high-traffic, high-energy environment by demonstrating the use of other product samples to the Members of Costco in multiple stores, thereby increasing daily sales percentages by 40%.

Education

Bachelor's degree in Computer Science

Colorado Technical University-Online - Remote
August 2021 to Present

200HR / 300HR RYT Yoga Certification in Yoga certification / Kinesiology
MiraCosta College - Oceanside, CA
May 2019 to Present

CPR/AED Certification in CPR/AED Certification
Online - Remote
January 2020 to January 2020

High school or equivalent in Diploma
Plant High School - Tampa, FL
September 1999 to May 2004

Skills

- Customer Service (10+ years)
- Customer Care (10+ years)
- Yoga (2 years)
- Cashier (10+ years)
- Customer Support (5 years)
- CSR (2 years)
- Food Service (4 years)
- Office Experience (2 years)
- Data Entry (3 years)
- Organizational Skills (4 years)
- Administrative Experience (3 years)
- Bilingual (Less than 1 year)
- Product Demos (3 years)
- Bookkeeping (2 years)
- Phone Etiquette (10+ years)
- Communications (10+ years)
- Sales Experience (5 years)
- Microsoft Word (10+ years)
- Microsoft Office (10+ years)
- Excel (5 years)
- 10 Key Calculator (10+ years)
- Administrative Assistant (3 years)
- Google Suite (10+ years)
- Typing (5 years)
- Personal Assistant Experience (10+ years)
- Insurance Sales (2 years)
- Filing (5 years)
- Transcription (2 years)

- Account Management (2 years)
- Cold Calling (2 years)
- Administrative experience (5 years)
- Business Operations (5 years)
- Leadership (2 years)
- Product management (2 years)
- Hospitality (5 years)
- Negotiation (3 years)
- Produce Experience (1 year)
- Floral Design (Less than 1 year)
- Business Consulting (10+ years)
- Sales (5 years)
- Account reconciliation (2 years)
- Microsoft Access (5 years)
- Accounting (2 years)
- Marketing (5 years)
- Project Planning (5 years)
- QuickBooks (2 years)
- Market Research (2 years)
- Financial analysis (2 years)
- Documentation review
- B2B
- Oracle
- Financial Report Writing
- Human Resources Management
- General Ledger Accounting
- Office Management
- Financial analysis (2 years)
- Accounting (2 years)
- Database management

Languages

- English - Expert
- Spanish - Intermediate
- Tagalog - Beginner
- Vietnamese - Beginner
- Arabic - Beginner

Certifications and Licenses

Food Handler
February 2020

CPR/AED
January 2020 to January 2022

200HR RYT Hatha Yoga Instructor
May 2019 to Present

Driver's License

Property & Casualty License
May 2021 to May 2025

First Aid Certification

Insurance Producer License

Food Handler Certification

Assessments

Customer Service — Highly Proficient
January 2020

Identifying and resolving common customer issues
Full results: Highly Proficient

Sales: Influence & Negotiation — Expert
January 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.
Full results: Expert

Verbal Communication — Highly Proficient
January 2020

Speaking clearly, correctly, and concisely
Full results: Highly Proficient

Fine Dining — Highly Proficient
January 2020

Knowledge of food and beverages in fine dining establishments and ability to provide exceptional guest service
Full results: Highly Proficient

Cooking Skills: Basic Food Preparation — Expert
January 2020

Preparing food, using cooking equipment, and converting ingredient measurements.
Full results: Expert

Memorization & Recall — Proficient
January 2020

Committing product or merchandise information to memory and recalling it at a later time.
Full results: Proficient

Bartending — Proficient
January 2020

Understanding, pouring, and mixing drink orders.
Full results: Proficient

Customer Focus & Orientation — Highly Proficient
January 2020

Responding to customer situations with sensitivity
Full results: Highly Proficient

Retail Cash Handling — Highly Proficient
January 2020

Calculating retail transactions and knowing cash drawer policies and procedures.
Full results: Highly Proficient

Food Service: Customer Situations — Highly Proficient
January 2020

Ensuring customer satisfaction, prioritizing tasks, and suggesting products in a food service setting.
Full results: Highly Proficient

Food Safety — Highly Proficient
January 2020

Proper food handling, storage, and equipment use for preventing the spread of foodborne illness.
Full results: Highly Proficient

Sales skills — Expert
January 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.
Full results: Expert

Customer focus & orientation — Highly Proficient
January 2020

Responding to customer situations with sensitivity
Full results: Highly Proficient

Cooking skills: Basic food preparation — Expert
January 2020

Preparing food, using cooking equipment, and converting ingredient measurements.
Full results: Expert

Food service: Customer situations — Highly Proficient
January 2020

Ensuring customer satisfaction, prioritizing tasks, and suggesting products in a food service setting.
Full results: Highly Proficient

Work style: Reliability — Highly Proficient
February 2020

Tendency to be dependable and come to work
Full results: Highly Proficient

Work style: Conscientiousness — Highly Proficient
February 2020

Tendency to be well-organized, rule-abiding, and hard-working.
Full results: Highly Proficient

Call center customer service — Proficient
December 2021

Demonstrating customer service skills in a call center setting
Full results: Proficient

Cooking skills: Basic food preparation — Highly Proficient
December 2021

Preparing food, using cooking equipment, and converting ingredient measurements
Full results: Highly Proficient

Attention to detail — Expert
December 2021

Identifying differences in materials, following instructions, and detecting details among distracting information
Full results: Expert

Sales skills — Expert
December 2021

Influencing and negotiating with customers
Full results: Expert

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.