Kaeleigh Goerlich

1321 Sands Terr W.
(727) 310-5959
kmgintx@yahoo.com

Proficient in customer service with 6+ years of experience in serving as well as advocating for others and handling stressful situations. Proactive professional recognized by peers for my effective communication and empathy skills.

EXPERIENCE

City of Clearwater — *911 Telecommunicator*

Oct 2022 - Dec 2023

- Answer high volume calls rapidly
- Answer and transfer admin calls to other agencies or within the department if needed
- Enter call notes and put call up in timely manner
- Help dispatchers relay info to officers by asking additional questions to caller if needed
- Communicate clearly in stressful situations
- Convey info from caller to officers in a clear way
- Operate CJIS (Criminal Justice Information Services) system in conjunction with police officers to relay legal information such as criminal history, warrants, and missing persons reports

Coco's Crush Bar & Grill, Clearwater, FL — *Server*

February 2022- May 2022

- Serve customers based on food and drink preferences
- Maintain a relaxing atmosphere for customers
- Assist in keeping side stations and bars fully stocked.

Texas Live!, Arlington, TX — *Server*

August 2018- January 2022

- Handle multiple groups totaling up to 40 or more guests
- Trained new staff members on basic restaurant knowledge in addition to specific rules pertaining to front of house
- Assist kitchen staff in organizing tickets and getting food out in a timely manner
- Build rapport with rapport with customers leading to a high retention rate

EDUCATION

Hillsborough Community College, Tampa, FL — *Associate's*

PRESENT

- Transferred in with a 2.6 GPA
- Associate's of Arts degree in Criminology

SKILLS

Customer service
Detail oriented
Prioritization
Adaptability
Problem solving
50 WPM
Multitasking
Time management

LANGUAGES

English

Collin College, Frisco, Tx — *Associate's*

August 2017 - December 2021

- Finished 30 credit hours

Princeton High School, Princeton, Tx

August 2012 - August 2016

- Graduated with over a 2.0 GPA