

JAYSON CRESPO

(860) 938-3665

jaysonyessir@yahoo.com

PROFESSIONAL SUMMARY

Highly organized, reliable and detail-oriented Senior Administrative Professional looking to leverage 15+ years of data entry management, customer service leadership and ecommerce sales experience. Capable of taking all administrative duties while applying extensive skills and knowledge at utmost efficiency and productivity.

STRENGTHS

- Reliable, dependable, patient and kindhearted
- Strong supervisory and leadership
- Excellent written and oral communication, time management and problem solving
- Over 15+ years of administrative and team leadership experience (eCommerce, healthcare, hospitality, and legal)
- In-depth computer software and application knowledge (Windows, Microsoft Office, GSuite, Zendesk, Shopify, Slack and more)

EXPERIENCE

Loudmouth Brands, LLC (Remote)

Director of Customer Success | August 2018 – Present

- Assist consumers with orders, accounts, questions, concerns and diffusing difficult across all channels
- Analyze trends in consumer issues to create and implement effective customer service procedures, policies and website enhancements
- Manage quarterly subscription program, group discount sales, monthly reports and third-party vendors
- Troubleshoot technical front/backend website issues

ProHealth Pediatric Associates (New London, CT)

Lead Medical Receptionist | November 2015 – August 2018

- Greet and check-in patients, collect personal and insurance information
- Schedule, reschedule and confirm appointments
- Accept payments and apply to accounts
- Navigate multiple software programs

Navy Lodge New London (Groton, CT)

Guest Services Supervisor | August 2012 – October 2015

- Greet and provide quality service to guest in person and on the telephone
- Maintain records of room availability and guest accounts
- Schedule, modify and cancel guest reservations

EDUCATION

HS Diploma - New London High, New London (2006-2010)

SKILLS & CERTIFICATIONS

- Ability to multitask, prioritize and complete tasks in an appropriate timely manner
- Providing a peaceful atmosphere and reassurance during emergency situations
- Certified by American Hotel & Lodging Association (Concierge, Front Desk Representative, Guest Room Attendant, Guest Service Professional, Laundry Attendant, PBX Operator and Public Space Cleaner)