

CRYSTALYN THOMPSON

Idaho Falls ID | 208-680-9882 | 00crystalynthompson@gmail.com

SUMMARY

I am a dedicated customer service professional. I have experience in retail, food service, and client based roles. I am also tech savvy and enjoy data and computer based work. I am eager to help people and to advance my career with this position.

SKILLS

- ✓ Customer service
- ✓ Client based work
- ✓ Conflict resolution and de-escalation
- ✓ Training new employees
- ✓ Basic data entry
- ✓ Microsoft Word and Excel
- ✓ Web design HTML, CSS, JavaScript
- ✓ Data base SQL
- ✓ Python development
- ✓ Typing speed of 40wpm

EXPERIENCE

Walmart Associate

Walmart - Idaho Falls, ID. 12/2024 – current.

- Assisting customers with diverse backgrounds and various issues.
- Working in apparel, front end, and in digital order filling.
- Recognized for my great attitude and consistently engaging with customers.
- Working in teams to accomplish various tasks.

Produce Associate

Publix - Fayetteville, GA. 02/2022- 02/2023

- Unloaded the truck, unboxed new merchandise, and restocked shelves to promote items.
- Maintained knowledge of sales and promotions. Set up displays accordingly.
- I greeted customers and offered to help locate produce items.
- Received and unloaded new products upon delivery, checking for damage and order accuracy.

Professional Dog Groomer

PetSmart - Fayetteville GA. 04/2023- 06/2023

- Provided baths, haircuts, nail trims, ear cleanings, and other grooming services.
- Reviewed pet records for daily appointments to give the most personalized service.
- Checked clients in and out at the desk and scheduled follow up appointments.
- Answered phones and made calls out to give client updates, answer questions, and make appointments.

Captioning Agent

Caption Call – Idaho Falls ID. 6/2021- 10/2021

- transcribed live telephone conversations verbatim to facilitate accurate communications.
- Edited captions for accuracy in spelling, grammar, punctuation, and readability.
- Provided live captions on conversations ranging from personal, business, and medical.
- Troubleshooting issued with delays, inaccuracies, call problems, and other technical issues.

Team member

Panera Bread – Idaho Falls ID. 11/2018- 1/2020 And Fayetteville GA. 11/2021- 2/2022

- Gave fast, accurate service in a high-pressure environment.
- Multitasking by taking orders, maintaining the dining room, and prepping and cooking food.
- Built relationships with regular customers.
- Able to explain the menu in detail and answer customer questions.

EDUCATION**High School**

Hillcrest High School, Idaho Falls ID. High school diploma in 2018

Degree

Currently pursuing a degree in software engineering.