

S H E L B Y F I S H E R

C U S T O M E R R E L A T I O N S

📞 208 915 9010
✉️ shelby@imafisher.com
📍 Logan, Utah

E D U C A T I O N

BACHELOR OF SCIENCE
Utah State University
Logan, Utah
English Literature
2014 - 2020

C O R E C O M P E T E N C I E S

Customer service & relations
Content analysis
Critical thinking
Interpersonal skills
Conflict resolution & communication
Team leadership & collaboration
Accuracy & attention to detail
Reliable & integrous
Sales expertise
Organization & planning
Acceptance of criticism & feedback
Internal accountability
Results motivated
Solution driven

O V E R V I E W

Enterprising English graduate with cultivated skills in research, writing, and editing with emphasis on content analysis and critical thinking. Developed vigorous editing processes that ensured detail and accuracy. I excel in communication skills that I've acquired through professional customer service that engages participation and has built relationships of trust. Expert at multitasking and managing multiple projects with efficiency while maintaining respect to deadlines.

W O R K E X P E R I E N C E

WAITRESS

Beehive Pub & Grill / February 2020 - Present / Logan, UT

- Helped deploy a new Point of Service computer system interface.
- Trained others on effective ways to use the updated system while continuing to learn the details myself and promoting positive user experience.
- Maintained a flexible and tolerant learning attitude despite system complexities and weaknesses.
- Strategized individualized client approach to suit each customer uniquely.

WAITRESS

Elements / August 2019 - February 2020 / Logan, UT

- Discovered opportunities to help team members.
- Promoted a cohesive professional environment.
- Utilized proper planning and time management skills to better assist customers and coworkers.
- Consistently adhered to service expectations and continually delivered a professional and effective experience.

SALES REPRESENTATIVE

Live Free / May 2019 - August 2019 / Pocatello, ID

- Developed client acquisition strategy.
- Built personalized templates for transactional and informational emails.
- Proofread templates to ensure they were free from grammatical and spelling errors.
- Accountable for delivering emails to clients were sent in the defined voice and template.
- Ensured lines of technical communications were user friendly and appealed to a senior audience.

S H E L B Y F I S H E R

C U S T O M E R R E L A T I O N S

T E C H N I C A L S K I L L S

Editing & Writing
Technical Writing
Copywriting
Social Networking & Media
Microsoft Office
Microsoft Excel
Microsoft PowerPoint
Google Drive
InDesign
WordPress
Research & Data Presentation
Formal Email Communications
User Interface and Experience
Mac & PC Office Operations

S E R V I C E

SERVICE MISSION

The Church of Jesus Christ of
Latter-Day Saints
Spokane, Washington
2015-2016

I N T E R E S T S

Houseplant care & accumulation
Hiking & camping
Literature
Cooking
Card games
Crafting

W O R K E X P E R I E N C E

WAITRESS

The Coppermill / September 2017- May 2019 / Logan, UT

- Identified critical tasks to ensure increased productivity.
- Delivered a positive and effortless experience to each customer.
- Increased restaurant revenue by working in an efficient and timely manner.

ASSISTANT MANAGER

Fuji Japanese Steakhouse and Sushi Bar / August 2016 – September 2017 / Pocatello, ID

- Scheduled staff and placed them in sections and in situations of the restaurant where they would excel and be successful.
- Interviewed and hired staff.
- Lead new hire training.
- Balanced adapting roles while meeting the needs of the clients.