

# Taylor Eckstein

## **Stocker-Pogo's Wine and Spirit's**

Oshkosh, WI 54901

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I have seven years of customer service experience. I have experience in call center work as a professional fundraiser and communication specialist, where i have most of my work experience as far as type of work is concerned. I have worked as a hostess, waitress, bus tables, cashier, wine stocker, and payment verification specialist. All of these positions have helped give me a constructive background and understanding of what real customer service means and i am very pleased with my work experience and am looking to only grow more and find what career path it is that best suits my life and income needs.

Willing to relocate: Anywhere

## Work Experience

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### **Caregiver (Full-Time)**

Gardens Of Fountain Way - Appleton, WI

May 2019 to July 2019

I obtained my caregiving certification that was required to work the floor on my own with the residents, through Baka Enterprises. These four certificates I achieved allowed me to begin my practice as a caregiver to as stated below:

- administrate medication
- check blood pressure
- prepare meals
- do laundry
- clean residents rooms
- clean residents restrooms
- properly assist with bed pan urination
- assist in moving/ repositioning residents from wheelchair to and from stationary chair and/ or assist in helping residents transitioning from the toilet facility to and from their personal wheelchair.
- socializing with residents to bring comfort and any understanding or reassurance they may be in need of as well.

All while making sure that call lights (that were rang by residents) were being answered in a timely and orderly fashion to make sure that residents were being properly taken care of and that their individual and personal needs were being met and properly addressed etc. Though due to personal urgent matter outside of work, I had to leave my job unexpectedly after beginning my caregiving practice after only about a month and a half of being at Gardens Of Fountain Way, with next to no notice, that forced me to relocate entirely. I have every intention on obtaining my CNA and to one day fully obtain my RN as well, given time and education. I genuinely appreciate this field of work as it fulfills my passion to help provide the best quality of life for the residents under my care.

## **Stocker-Pogo's Wine and Spirit's**

Wine - Dallas, TX

September 2017 to October 2017

My responsibilities were to help unload delivery's that were dropped off and to help make sure that those delivery's were taken out and put in the appropriate area of the store. This mean that i was also responsible for "facing" the wine bottles and to help make sure that customers were properly assisted upon entering and exiting their visit at Pogo's.

## **Picker**

Amazon Fullfillment DFW - Dallas, TX

August 2017 to September 2017

It was my responsibility to pick objects from a mobile station and place them into their specified bin that was shown to me on the screen above my station, this was ll done in a timely and orderly fashion and all in accordance with what the expectations were.

## **Hostess**

Stirr - Dallas, TX

July 2017 to July 2017

This was a temporary position i filled to help manage the dining area and seating customers in a timely fashion until their waiter/ waitress was ready to tend to them.

## **Driver**

Uber - Dallas, TX

May 2017 to July 2017

I drove people from one place to another to their next desired destination and made sure they arrived in a timely and safe fashion.

## **Hostess/Manager/Waitress**

Good Company - Appleton, WI

January 2017 to April 2017

This was a temporary situation i took on and filled these three positions, where i would wait on tables, seat customers, bus tables, and the other responsibilities that were expected of me that varied with each position that i was assigned to do throughout the week.

## **Communications Specialist**

MDS Communications - Oshkosh, WI

March 2015 to January 2016

I made cold calls to fundraise money for both non profit and political causes. Various clients would hire the company to call for them.

## **Payment Verification Specialist**

Eastbay - Oshkosh, WI

February 2014 to May 2015

After three weeks of training that was necessary in order to be prepared to do the job expected of me, i was taught the different steps it took to detect fraud and fraudulent activity on an account or when i was speaking to a customer on the phone that was attempting to commit fraud on an account and impersonating the owner of the credit card on the account. I also dealt with the victims of fraud

to help them resolve the unauthorized charge on their account and would often deal with detectives, various bank companies in order to resolve the charges and identity theft. The main goal was to always provide the very best customer service, placing orders if needed and handling orders with the utmost care to always guarantee ultimate customer service and making sure the customers are always satisfied.

### **Professional Fundraiser**

Xentel

August 2013 to May 2015

I worked for a company that was bought out and changed their name in the beginning of my employment. I made cold calls at this job for non profit and political clients that hired the company to call and fundraise money for their cause.

### **Strategic**

Professional Fundraiser - Oshkosh, WI

February 2010 to July 2010

I made cold calls to fundraise money for clients that were either non profit or political that hired our company to call for their cause.

## Education

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### **GED in Mathematics & Literacy**

Fox Valley Technical college - Troy, NC

2011

### **certification**

American Black Belt Academy

## Skills

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- Pallet Jack
- Care Giver
- Home Health
- Childcare

## Certifications and Licenses

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### **driver's license**

## Additional Information

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Skills

- Excellent communication
- Strong computer skills
- Multi - Tasking

- Organized
- Dedicated
- Punctual
- Passionate
- Attention to detail