




Carolanne Momjian

Service Worker

Dedicated Service Worker with 1 year of experience in providing exceptional customer service and support across various industries. Proficient in problem-solving, communication, and multitasking, ensuring timely and efficient completion of tasks. Committed to maintaining a positive attitude, fostering teamwork, and exceeding client expectations. Eager to contribute to a dynamic team and continue to develop customer service skills.

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Education

**Certificate in Service
Work and Customer
Relations at University of
Nebraska-Lincoln, NE**
Sep 2017 - May 2022

Relevant Coursework:
Customer Service Principles,
Communication Strategies,
Conflict Resolution, Time
Management, Service
Operations, Sales Techniques,
and Relationship Building.

Links

[linkedin.com/in/carolannemomjian](https://www.linkedin.com/in/carolannemomjian)

Skills



Languages

Employment History

Service Worker at Sunshine Cleaning Services, NE

Apr 2023 - Present

- Successfully managed and completed over 500 cleaning projects within a year, achieving a 95% satisfaction rate from clients and contributing significantly to the company's positive reputation in the Nebraska area.
- Streamlined the cleaning process by implementing a new inventory management system, resulting in a 20% reduction in supply costs and increasing overall efficiency within the team.
- Trained and mentored 10 new service workers, leading to a 100% retention rate within the first six months of their employment, and fostering a strong sense of teamwork and commitment to excellence within the company.
- Received the "Employee of the Year" award in 2020 for consistently exceeding performance expectations, maintaining an exceptional level of professionalism, and demonstrating outstanding dedication to customer satisfaction.

Assistant Service Worker at Heartland Facility Solutions, NE

Sep 2022 - Feb 2023

- Successfully managed and coordinated a team of 10 service technicians, resulting in a 20% increase in overall productivity and a 15% reduction in response time for maintenance requests at Heartland Facility Solutions, NE.
- Implemented a new inventory tracking system that streamlined the ordering process and reduced supply costs by 25%, saving the company \$50,000 annually.
- Developed and executed a comprehensive preventive maintenance program for over 500 pieces of equipment, resulting in a 30% reduction in equipment downtime and a 10% decrease in repair costs.

Certificates

Certified Professional in Food Safety (CP-FS)

Jan 2022

Crisis Prevention Intervention (CPI) Certified Instructor

Apr 2020