

Kiri Gladden

Bayfield, CO 81122

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970-585-4859

Professional Summary

I have worked as a customer service representative for many years and excel at meeting customer needs. Being able to win over angry customers would make me a great asset to your company. People who describe my personality call me creative, artistic, outgoing, open, honest, worthy, kind, bright, professional, and straightforward. I am a fast learner and can take on future programs, software, phone systems, and anything new that comes my way.

Work Experience

Stock room trainer

Ross Dress For Less-Durango, CO

January 2025 to Present

At Ross, I unload our truck deliveries every day that I work. After unloading, I organize the merchandise according to where it goes in the store. I put away all items in an organized manner, following the guidelines set by the company for that week. I also walk through the store to ensure that no one is stealing and that everything is in its proper place. Additionally, I assist customers by answering their questions, whether it's about how an outfit looks or helping them carry their purchases to their car.

Front Desk Receptionist

Durango Kids Pediatric Dentistry-Durango, CO

October 2024 to December 2024

Checked in and checked out patients, handled incoming and outgoing referrals, record requests, and checked insurance eligibility for each patient for their upcoming appointments. Kept our lobby clean, gave great customer service, answered phones, checked voicemails, texts, and triaged calls for tooth trauma.

Front Desk Receptionist

Four Corners OBGYN LLP-Durango, CO

January 2023 to January 2024

Check in and check out patients, answer high volume incoming calls, take payments, and assist individuals with suicidal thoughts. I also managed transfer OBs, referrals, and medical records.

Chiropractic Assistant

Dr. Hale-Albuquerque, NM

January 2022 to January 2023

I assisted with the intake of new patients, checked their range of motion, performed electric stimulation per the doctor's request, and applied hot or ice packs to help alleviate pain. I also followed up with patients and provided updates to insurance companies to keep them informed about the progress of the patients.

Office Manager/assistant

High desert chiropractic and wellness-Albuquerque, NM

January 2020 to January 2022

I checked in and checked out patients, took payments, and assisted in additional therapies after adjustments per the doctor's request. I also took inventory of the office and ordered supplies as needed. I handled payments with collections companies and stayed connected with them regarding patient payments so we could continue care.

Skills

- Stocking
- Cash handling
- Customer service
- Load & unload

Certifications and Licenses

Driver's License

Additional Information

I worked with my grandfather as a stone mason, assisting in building additions to homes and laying bricks for various properties, including walkways and stairs. A fun fact is that I helped him construct the clock tower at

Fort Lewis.

Additionally, I grew up learning about cars and know how to change my oil, wipers, fluids, tires, and more. I'm always eager to learn more as I continue to gain experience.