

# Shirley Ulbrich

## SKILLS

- Good knowledge of principles and processes of customer service provision
- Adept at anticipating and responding to customer's needs, creating warm emotional connections.
- Strong communication and negotiation skills.
- Exceptional know-how of administrative and clerical work, detail oriented
- Excellent presentation abilities
- Profound ability to intuitively establish and maintain effective customer and co-workers' relationships
- Proficient in carrying out detailed instructions as required
- Highly skilled in data entry, account management and record keeping
- Able to take and follow instructions in timely fashion
- Connects with emotion and passion
- Communicates expressively through lively language and humor
- Technical – MS Office Suite, Adobe Creative Cloud

## OBJECTIVE

Customer-focused and service-oriented individual seeking to join your company in the capacity of a remote customer service representative. Exceptional ability to generate sales by developing strong relationships with customers



## EXPERIENCE

### Web Designer | Design Web Passion | 2006 – Current

Web Designer specializing in front end development. Experienced with all stages of the development cycle for dynamic web projects. Well-versed in numerous programming languages including JavaScript, SQL, CSS and HTML. Strong background in project management and customer relations. Plan, create and code internet sites and web pages, many of which combine text with sounds, pictures, graphics and video clips

### Freelance Writer | From 1990 to Current

Provide a wide range of writing and editing services to various clients, businesses, websites, and publications, including: articles, resumes and cover letters, chapter summaries, writing prompts, theses editing, press releases, how-to articles, video scripting and presentations. Accounts in Freelancer.com, Upwork.com, and others. Several local and offline projects via referral.

## ADDITIONAL STRENGTHS

- Excellent written and verbal communication skills
- Exposure to and high tolerance for diverse cultures
- Excellent knowledge of attracting potential customers for business purposes
- Strong know-how of managing existing accounts in terms of service and product knowledge
- Well versed in responding to customer requests in a time efficient manner
- Team player, works toward common goals
- Able to manage customer complaints according to company policies and protocols
- Fully operational private office with top of the line secure high-speed internet, computer and laptop, computer accessories, current operating systems, up-to-date software, reliable printer and copier, dedicated phone line, etc.



Email



Telephone



LinkedIn



Twitter

Link to other online properties:  
[Portfolio/Website/Blog](#)

## VOLUNTEER EXPERIENCE OR LEADERSHIP

- Medical foster parent of Special Needs infants and children for more than 14 years, taking in over 200 during that time.
- Homeschooled 8 children from 1982-2007, three of whom are adopted special needs
- Leadership roles as a foster parent, including Vice President of Sacramento County.
- Teaching foster parents and parents Grief Support and Universal Precautions (dealing with HIV/AIDS). Multiple teaching roles in church.
- Leadership roles in political and civic groups, including Poll Worker and Judge on Vote Days.