

# Chester Fenstermaker

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## Skills

**Computer Skills:** Salesforce, Microsoft Office (Word, Excel, Powerpoint), Quip (beginner)

**Coding Languages:** Python, Html, CSS

**Customer Service:** 7 Years experience in various positions

## Related Experience

Admin Super Set April 2023 - Present  
Certified Salesforce Administrator Jan. 2023

Correlation One - Salesforce Administrator Course Aug. 2022 - Jan. 2023

- Participated in a 10-week Salesforce program
- Completed 31 Trailhead modules
- E.g. Flow Builder, Data Modeling, Data Security, Approve Records with Approval Processes, ect.
- Created and managed multiple Sandbox environments
- Gained understanding of multiple CRM concepts

## Work Experience

**Amazon** Phoenix, AZ

Acting Process Assistant May 2022 - Present

- Managed 6-20 associates in the absence of the Process Assistant ensuring the department met deadlines and processed all outgoing routes

Onboarding Ambassador May 2022 - Present

- Trained and coached 35+ new associates on route creation and staging processes

Fulfillment Center Associate March 2022 - Present

- Prepared 300+ routes a day for flex drivers by sorting packages into designated carts

**On Demand Courier** Phoenix, AZ

Customer Service Rep. / Dispatcher July 2020 - March 2022

- Spoke with multiple clients a day to create & edit orders using CXT Software to ensure the clients got their packages or documents on time
- Managed 10+ drivers daily to create routes and organize pick-up and delivery addresses using CXT Software to ensure timely delivery of packages

Driver Aug. 2017 - July 2020

- Completed 15-30 orders daily delivering documents and other packages using Nextstop mobile & Zello

**Circle K** Chandler, AZ

Customer Service Rep. Oct. 2014 - June 2017

- Assisted customers in finding and purchasing desired products and kept inventory stocked and shopping area clean

## Education

**Desert Hot Springs High School** Desert Hot Springs, CA

High School Diploma 2011

## Closing Remarks

- Willing to become Platform Developer I and Platform Developer II Certified
- Eager to learn more in the Salesforce community, learn new programming languages like SQL, JavaScript, and Java, and communication applications like Tableau.