

Natalie Roberson

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Summary	I am a talented multitasker offering exceptional organizational, interpersonal and computer skills with a strong background in all aspects of customer service and database entry. I am an extremely organized and great problem solver who has the ability to work well under pressure while paying attention to details.	
Education	Northwood High School, High School Diploma <i>Shreveport, LA</i>	1995
	Ocean Marketing Customer Service Training Shreveport, LA	2011, 2013
Career History	Visitor Service Specialist, Shreveport-Bossier Convention and Tourist Bureau 2010-2023 <ul style="list-style-type: none">• Responsible for account input into the Simpleview CRM database management system.• Responsible for all member/partner updates and changes in the database.• Responsible for adding, editing, and approving events in the backend database of the Shreveport-Bossier Fun Guide.• Responsible for providing excellent customer service to walk-in and call-in visitors to the Bossier Visitor Center.• Responsible for mailing requested visitor materials.• Responsible for ordering and inventorying brochures and marketing materials.• Responsible for annual member/partner call rounds to update the information in the database.• Occasionally attended consumer tradeshow to promote Shreveport-Bossier to regional visitors. Night Manager, Goodwill Industries 2008-2010 <ul style="list-style-type: none">• Maintained up-to-date knowledge of store policies on payments, returns and exchanges.• Trained new employees on a quarterly basis.• Prevented store losses using awareness, attention to detail and integrity.• Computed accurate sales prices for purchase transactions. Cashier/Shift Manager, Albertson's Grocery 2004-2006 <ul style="list-style-type: none">• Worked as a cashier and was quickly promoted to shift manager.• Provided excellent customer service.	

References

- Brandy Evans, Vice President of Communications, Shreveport-Bossier Convention and Tourist Bureau, 318-286-1876.