

Anita Feelgood

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SUMMARY OF QUALIFICATIONS

- Outgoing and sociable individual with 8+ years of customer service experience
- Organized with strong problem solving and critical thinking skills
- Proficient in Outlook and Microsoft Office Suite
- Strong communication skills including written, verbal, and active listening
- Active and collaborative team player
- Strong work ethic; adaptable and reliable
- Thrives working under pressure; exceptional multitasking skills
- Empathetic and compassionate
- Detail-oriented; ensures accuracy and precision in work

EDUCATION

Northeast Wisconsin Technical College, Green Bay, WI

Technical Diploma, Substance Abuse Counselor Education

August 2023

- Relevant coursework: Emotional Intelligence, Understanding Substance Abuse, Intro to Interviewing and Counseling, Group Facilitation, Boundaries and Ethics

University of Wisconsin-Oshkosh, Oshkosh, WI

Bachelor's of Science, Psychology, Emphasis in Mental Health

May 2022

EXPERIENCE

Advocate

November 2023 – Present

House of Hope, Green Bay, WI

- Help residents acquire independent living skills and offer direct support
- Supervise and support of residents and their families
- Work in coordination with case management to implement and support client goals and service
- Assess clients' cognitive abilities and physical and emotional needs

E-Commerce Personal Shopper

October 2022 – November 2023

Sam's Club, Green Bay, WI

- Reviewed orders and picked products to fulfill request
- Completed work assignments and priorities by using policies, data, and resources
- Provided member service by acknowledging the member, identifying their needs, and assisting
- Received and process payments from customers using electronic transaction services

E-Commerce Personal Shopper

May 2021 – October 2022

Fleet Farm, Green Bay, WI

- Delegated orders to specific zones in the store and processed them once returned
- Trained oncoming staff on the picking/packing/fulfillment process
- Delivered email confirmation of completed transactions and shipment
- Created, managed, and automated orders