

ENTERED
1/29/15

Amy Hildreth

Customer Service Representative - Lands' End

Montfort, WI
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To contribute comprehensive work and educational experience to obtain employment in Human Resource Management.

WORK EXPERIENCE

Customer Service Representative

Lands' End - Dodgeville, WI - November 2014 to Present

Assisted customers by answering calls and responding to emails. Managed and resolved customer complaints. Processed orders, forms and applications. Place follow up calls to customers when necessary.

Customer Service Representative

Charter Communications - Rochester, MN - November 2011 to November 2014

Assisted customers in resolving problems by clarifying issues, researching and exploring answers and alternative solutions, implementing solutions, and escalating unresolved problems.

Case Manager

PossAbilities of Southern MN - Rochester, MN - July 2005 to October 2011

Work in a vocational setting for individuals with developmental delays. Responsible for teaching life-skills directed toward independent employments skills and community integration.

Office Manager/Executive Administrative Assistant

Trust Mortgage - Rochester, MN - August 2001 to May 2006

Provided administrative support to CEO of Trust Mortgage. Responsible for obtaining daily mortgage rates from multiple lenders, answering phones, receiving and distributing emails and faxes, preparing executive documents, mailing and data entry. Responsible for all human resource documentation.

CAD Clerical

Lands' End - Dodgeville, WI - May 1997 to August 2001

Provided administrative support to CAD designers. Management of clerical functions including: data entry, key to sales, voyager, and multiple interoffice mailing responsibilities.
Coordinated work flow for entire department.

EDUCATION

Masters of Administration

St. Mary's University - Minneapolis, MN
December 2010

Bachelor of Science in Human Resources Management

St. Mary's University - Minneapolis, MN
August 2006 to December 2008