

SHANNON SAUERS

E-mail: shannon.sauers@yahoo.com - Phone: 720-539-2764
3486 E. 112th Place, Thornton, Colorado 80233

EXPERIENCE

September 2013 - March 2014 Alliance Data Westminster, Colorado
Payment Solutions

- Fast paced environment which changes daily
- Verbal Communication and negotiation skills
- Communicate in a respectful and asserive manner
- Proficient in MS Windows/Outlook
- Input and interput data
- Automated Dialer
- 1-6 months Past due credit card payments

November 2008 - February 2012 Pro Chrysler Jeep Dodge Thornton, Colorado
Title Clerk/Scheduling Clerk

- Organized weekly sales reports for the sales department to track product success
- Generated sales and inventory reports in Excel with data from a variety of sources, maintaining a 100% accuracy rate
- Processing and verification of documents for loan approval
- Processing of loan documents for customers vehicle purchase through numerous financial institutions
- Submission of title documentation to proper counties
- Responsible for montly, quarterly and yearly sales and service reports
- Scheduled customers for service appointments

July 2005 - August 2008 Carquest Thornton, Colorado
Parts Driver/Counter Customer Service Represntative

- Replenished merchandise shelves with items from stockroom
- Processed merchandise returns and exchanges
- Pulled orders from inventory
- Delivered parts in company vehicle
- Assisted with accounts redeivables and payables

July 1996 - December 2003 Community First Service Corporation Golden, Colorado

Proof Operator

- Worked under strict deadlines and responded to service requests and emergency call outs
- 10 key 3300-3400 per hour
- Performed quality checks on account transactions

EDUCATION

August 1990 - June 1993
High School Diploma

Horizon High School Brighton, Colorado

SKILLS

- Quick Books
- MS Office Suite
- Data Entry
- Multi Phones
- Mail Processing
- 10 Key
- Online Marketing
- More than 10 years experience in Customer Service
- Payroll Processing
- Filing/Excel
- MS Quicken
- Detail Oriented/Self Motivated