

Heather Duffy

1399 Revere St.
Aurora, CO 80011
720-298-6703
hmduffy13@gmail.com

Skills:

Windows 7, 8, XP
Multi-Line Phones
Package Handling

Typing (65 wpm)
Office Equipment
Call Center

10-key (9000 ksph)
Cash Handling
Customer Service

Data Entry
Night Audit
Multitasking

Experience:

- Scanner (Temporary)** *Snelling Staffing Services* 06/14 – 03/15
- Prepare, batch, and scan large collections of documents using Kofax & HP software.
 - QC resulting images for legibility and skew. Replace as necessary. Validate images & enter document names.
 - Offsite projects, large format documents, sorting & other duties as assigned.
- Data Entry / Warehouse Returns** *2Chads Fulfillment* 10/13 – 02/14
- Open, inventory, and enter returned packages into MS Excel Spreadsheet. Sort returned product. 1st round QC.
 - Convert spreadsheet to CSV file. Upload CSV file into Limelight CRM for client access.
 - 2nd round QC, cleaning, and other duties as assigned.
- Front Desk Clerk / Night Auditor** *Best Western Gateway Inn* 01/13 – 10/13
- Greet and direct guests, transfer calls, and provide information about the hotel and the local area. Breakfast duties.
 - Check guests in & out using NOVA Plus. Issue key cards. Mark rooms clean as delivered by housekeeping.
 - Process payments, maintain cash drawer, collect and return cash deposits. Process all daily financial information.
- Data Entry Clerk (Temporary)** *Hire Connections* 05/11 – 10/12
- Alpha-numeric data entry, on an as needed basis for metro area clients.
 - Enter and maintain cable channel lineups for marketing firm handling large national client.
 - Convert hard files into digital database for local real estate agency. Enter property, owner and valuation information accurately. Comply with strict government deadlines.
- Front Desk Clerk / Night Auditor** *Days Inn Englewood* 10/11 – 04/12
- Check guests in and out, and mark clean rooms using SoftHotel. Answer 6 line switchboard. Transfer calls.
 - Night audit. Reconcile all daily transactions with payments processed. Settle credit card batch. Corporate reporting.
 - Prepare continental breakfast. Maintain lobby, guest restrooms, and other common areas.
- Office Assistant (Part-time)** *Mile High Sound* 09/01 – 06/04, 10/10 – 05/11
- General office duties. Answer phones, prepare correspondence, filing, faxing, emails.
 - Quotes, invoicing, light A/R duties. Promotional mailings, lead generation, and other duties as assigned.
- Customer Service Specialist** *Nordstrom FSB* 11/07 – 10/10
- Level 2 Customer Service for national call center.
 - Process credit line increase & APR reduction requests, PIN resets, & lost card reports.
 - Assist stores with card referrals, account look-ups & verification, courtesy & offline applications.
 - Walk customers through online banking. Explain card features including promotional billing & reward points.
- Receptionist** *Ed Bozarth Chevrolet* 06/04 – 11/07
- Answer 10-line switchboard in a timely & professional manner. Transfer calls. Greet & direct visitors.
 - Reconcile Parts Department transactions. File invoices. Track calls. Prepare daily reports.
 - Stock new vehicles into ADP weekly. Receive cash down payments. Returned mail and promotional mailings.