

Kristan Jackson

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OBJECTIVE

Seeking a position with growth opportunities in a customer and community focused organization that leverages my customer service, small business management and organizational skills.

CORE COMPETENCIES

Highly motivated self-starter ♦ Small-Business Office Management ♦ Bookkeeping ♦ Inventory and Supply Management ♦ High-Volume Customer Service Environments ♦ Customer Service ♦ Service Scheduling and Dispatch ♦ Cash Management ♦ Accounts Receivable/Payable ♦ Payroll ♦ MS Office Suite ♦ Quickbooks

EXPERIENCES AND ACHIEVEMENTS

JACK'S REFRIGERATION, Alliance, NE **Office Manager**

July 2010 – Present

Coordinator and Office Manager of HVAC installation and repair business with 1.8 M in annual sales and a 12 FTE field service fleet. Performed customer service, scheduling, bookkeeping, inventory management, A/R and A/P, general office management and in-house sales. Highlights of responsibilities:

- ♦ Performed customer service including sales and triage of issues
- ♦ Performed all installation, warranty and credit management
- ♦ Responsible for all billing and cash management including sales and tax reporting
- ♦ Managed recruiting, hiring, training and firing of employees
- ♦ Responsible for scheduling, dispatch and parts depot management for very high volume service team
- ♦ All computer and phone support for office and field

VIAERO WIRELESS, Alliance, NE **Associate**

June 2007 – July 2010

Store Associate for Viera Wireless storefront. Responsibilities included:

- ♦ Oversight of team to ensure policies and procedures are adhered to
- ♦ Basic cash management including point of sale and deposits
- ♦ Phone and counter customer service, including sales, activation and troubleshooting of phone service
- ♦ Store inventory and supply ordering
- ♦ Computer and cash register and daily deposits

WESTCO, Alliance, NE **Cook and Assistant Manager**

July 2006 – June 2007

Cook and Assistant Manager for small restaurant/diner. Responsibilities included breakfast and lunch service, inventory management, customer service and basic cash drawer management

WAL-MART, Westminster, CO **Photo / Wireless Specialist**

August 2001 – August 2005

Specialist for Wal-Mart photo/phone department. Duties included customer service and sales, POS register operations, sales and activations of phones and processing/development of photos

KRISTAN'S HOME DAYCARE **Licensed Daycare Provider**

October 1994 – October 2004

Ran 11 child in-home daycare. In addition to basic childcare services, successfully run an on-site Kindergarten, conducted regular field trips and managed school and after school transportation. Successfully ran service for 10 years with excellent word of mouth and no negative agency reporting

Education

- ♦ America Real Estate, Home Appraisal
- ♦ College Courses Specific to Daycare Operations

Volunteer Experience

- ♦ Playmore Travel, front office reception
- ♦ Rose Medical, bariatric bypass patient classes
- ♦ Metz and Grandview Elementary, parent volunteer
- ♦ High School baseball and football games