

Belma Gradasevic
belma.gradasevic@gmail.com
(303)258-6065
Boulder, CO

Career Profile

I am an exceedingly ambitious individual with extensive knowledge in Customer service and Administration. I have great interpersonal skills, independent judgment and willingness to bring the right performance through management skills. I would like to be a part of a challenging and growing organization, which provides the opportunity to pursue both professional and personal goals. These goals include broadening my experiences and education in business management and business relations.

Experience

TransFirst, Broomfield,CO **02/2013-04/2014**

Ops Rep-Merchant support representative

- Providing front line customer support, including hardware and software troubleshooting
- Ask probing questions and provide solutions
- Communicate technical concepts in layman's terms
- Multitask merchant requests and product issues with a sense of urgency
- Utilize internal systems to research/diagnose the root cause of the issue

IBM, Boulder, CO **03/2012-02/2013**

Help desk Agent

- Provide customer support to clients via phone, email or web channels
- Learn and become knowledgeable of client's products or services
- Accurately log all interactions via established business process and tools
- Provide prompt, reliable and accurate information to customers while adjusting to the pace
- Demonstrate ability to identify solutions based on established processes, procedures
- Demonstrate effective soft skills, active listening, and ability to empathize with situations
- Act with sensitivity in all customer interactions
- Effectively manage length of calls / handle time
- Display effective time management skills

Volunteer, Boulder, CO **03/2011-02/2012**

Administrative Assistant

- Complete all office duties
- Light accounting, filing, data entry, and invoicing

- Telephone reception along with Customer service

Macy's, Boulder, CO

04/2009-09/2010

Customer service,pricing/visual Merchandising Associate

- Direct involvement in sales, advertising, communications, promotions
- Customer service
- Product development/placement,distribution,and pricing
- In charge of own department along with training new employees
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Sunglass Hut, Boulder/Broomfield, CO

07/2007-05/2008

Customer Service Associate

- All product sales/complete office duties
- Handling cash register; daily deposits, returns and exchanges
- Given responsibility to entire store daily-meeting Sales goals daily

Macy's, Boulder, CO

08/2005-04/2007

Sales Associate

- Direct involvement in sales,advertising,communications,promotions
- Customer service
- Product development/placement,distribution,and pricing

Skills/Achievements

- Fluent in English, German, Serbo-Croatian (Bosnian)
- Continued experience in Customer Service
- Expert administrative/office based skills
- Detail oriented, self-starter, critical thinker along with problem solving abilities
- Excellent organizational, interpersonal, and management skills
- Able to adapt to changing priorities
- Capable to prioritize workload efficiency, with minimal supervision
- Proficiency in Windows, XP, Word, PowerPoint, Excel, Access, Outlook and QuickBooks

Education

- Front Range Community College, Longmont/Westminster, CO Associates Degree in Business Management, Fall 2009
- Front Range Community College, Longmont/Westminster, CO Legal assistant certificate, Spring 2015

Additional Accomplishments and Experience

- Reliable, responsive team player
- Knowledge of Accounting
- Invoicing
- Telephone reception
- Planning/scheduling/organizing/sorting, assigning letters, and invoices
- Recipient of National Award for German Language by the American Association of Teachers of German in 2002 and 2003
- Internship with the Federation of Balkan American Associations:
- Program Teach& Travel; Interactive English lessons within Middle School, Turkey
06/2011-07/2011

References and Employer contacts available upon request