

Laura Pitchley

2577 Shadecrest Pl, Highlands Ranch, CO 80126 | 303-957-8419 | laura.pitchley@gmail.com

Skills & Abilities

- Critical thinker
- Highly organized and detail oriented
- Ability to multi-task
- Fast learner
- Team player
- Positive, customer service attitude
- Strong communication skills
- Computer Skills: Microsoft Office – Word, Excel, PowerPoint, Outlook. Adobe Reader. Photoshop CS4/5.
- Additional knowledge in AutoDesk products – AutoCAD, Revit. Also work with SketchUp.

Education

CERTIFICATION IN COMPUTER AIDED DRAFTING 2D | JUNE – SEPTEMBER 2013

ARAPAHOE COMMUNITY COLLEGE, LITTLETON CO

BACHELORS OF ARTS (B.A) IN INTERIOR DESIGN | SEPTEMBER 2006 – SEPTEMBER 2010

THE ART INSTITUTE OF COLORADO, DENVER CO

Experience

PATIENT CARE COORDINATOR | FAMILY HEARING CENTER | NOVEMBER 2013 – JUNE 2014

- Greeting and assisting walk-in patients
- Answering multiple phone lines
- Scheduling patients for appointments
- Outbound calling and mailing to patients to remind them of their yearly evaluations
- Tracking inbound and outbound calling
- Took copays and other payments for services and products
- Contacted insurance companies to check patient benefits
- Filed and entered data to keep records up to date on patient information

RECEPTIONIST | CRIST MORTUARY | SEPTEMBER 2013 – MARCH 2014

- Answering multiple line telephones
- Forwarding incoming calls to the appropriate department
- Greet and assist walk-in customers
- Assist departments with clerical needs
- Working on projects in image editing programs and on the website

SALES ASSOCIATE | WHITE HOUSE BLACK MARKET | AUGUST 2013 – NOVEMBER 2013

- Greeting and assisting customers with merchandise selection
- Organize merchandise both in the stockroom and on the sales floor
- Cashier
- Maintain positive relationships with customers
- Answering phones and assisting customers with over the phone orders and/or merchandise questions

REAL-TIME SPECIALIST – WORKFORCE MANAGEMENT | NELNET INC | FEBUARY 2012 – AUGUST 2013

- Coordinated dialing campaign planning, execution, analysis and reporting
- Monitored call volume for the call center for inbound call environment
- Monitored in real time inbound and outbound advisors activities
- Managed outbound dialing campaigns, starting and stopping dialer lists
- Liaison with telecommunications, leadership and advisors
- Created and distributed multiple scheduling reports, adhering to strict time requirements
- Troubleshoot and resolve issues with hardware, software, and other intercommunication systems
- Coordinated and resolved scheduling issues with team leadership and advisors including ETO, meetings, and QA coaching sessions
- Ensured effective queue management, workgroup prioritization and efficient resource sharing

CUSTOMER SERVICE REPRESENTATIVE | NELNET INC | JUNE 2011 – FEBUARY 2013

- Assisted with customer service calls and managed customer's student loan accounts
- Updated information on accounts in the Loan Servicing and/or Originations Systems
- Contributed to continuous process improvement and ensured integrity of data
- Resolved customers' account needs and handled financial transactions
- Contacted customers on accounts, including outbound customer contact when appropriate
- Served as resource within team as needed, including assisting new associates with training needs

ASSISTANT MANAGER | KIRKLAND'S HOME | JANUARY 2011 - MAY 2011

- Supervised product inventory, verifying quantity and quality of product
- Developed and maintained positive relationships with customers
- Managed front cashiers and all financial transactions
- Sought new ways to improve customer service
- Organized and maintained sales floor and stockroom

References available upon request.