

Christa Elder

Customer Specialist

WORK EXPERIENCE

Customer Specialist

Mountain Alarm - Littleton, CO - October 2014 to February 2015

Receives mail and distributes to each department

- ✓ Sends invoices to customers to collect payments
- ✓ Answers emails from customers and corporate management
- ✓ Files, faxes and scans all paperwork into internal company drive
- ✓ Creates schedule for technicians to service alarms
- ✓ Answers phone when needed to assist customers

Information Specialist

Regional Transportation District - Denver, CO - December 2012 to October 2014

Answered phones and provides customer service

- ✓ Used multiple databases to map routes for customers
- ✓ Handled customer complaints and concerns by entering data
- ✓ Returned customer calls regarding complaints and inquiries
- ✓ Prepared and returns emails to appropriate departments
- ✓ Maintained communication with supervisors to ensure proper procedures
- ✓ Given over 10 awards for my outstanding customer care

Administrative Café Assistant, College Work Study

Westwood College - Denver, CO - January 2010 to October 2012

Trained 5 employees on processes and procedures

- ✓ Prepared memos, emails and business letters for our vendors
- ✓ Created and maintained all new hire paperwork on Excel spreadsheets
- ✓ Maintained order forms and completed them, staying within budget
- ✓ Prearranged meetings with management and new employees
- ✓ Maintained calendar for café management to provide support
- ✓ Obtained 3 work study of the year awards for my service

EDUCATION

Bachelor of Science in Business Administration

Westwood College - Denver, CO
2012

ADDITIONAL INFORMATION

Skills Profile

- ✓ Three Years Administrative Assistance experience
- ✓ Created and maintained data on Excel Spreadsheets for management