

BARBARA ST. JOHN 303-816-2561 ayrey4483@aol.com

Seeking a challenging position in an environment where my training and experience in office procedures and customer service, can be utilized by a progressive organization.

Computer Programs: Word, Excel, Outlook, Raisers Edge, Net-community, AviMark

Personable, courteous, detailed-oriented, excellent written and verbal communication skills, customer service mindset.

Employment history:

Indian Tree Animal Hospital Arvada, CO Customer Care Representative, 04/2015-06/2015

- Answered main phone line to schedule appointment/s-
- /Opened and closed hospital, verified cash draw at the start and close of business.
- Greeted clients upon arrival and assisted with reviewing charges of pets treatment.
- Assisted Technicians and Doctors with treatments related to pets.
- Work with the AviMark scheduling program.

CENTERS FOR SPIRITUAL LIVING Golden, CO, Front Office Administrator, 10/2008-10/2014

- Responded to callers, via the main, 8 line phone system.
- Answered all "Contact Us" e-mails from parties interested in receiving information regarding the organization, education programs, publishing department, donations.
- Data Entry of daily donations working within the Raisers Edge program. Sent daily report of donations to the Accounting Department via Excel, for bank deposit.
- Communicated with 450 Centers, via Net-community, regarding changes in policy, programs or deadlines, Ministers were required to meet, within the Operations Department guidelines.
- Managed and negotiated contracts for mail room equipment (Xerox Copier/Fax/Scanner and Pitney Bowes mail center)
- Purchased office Supplies from Staples, as well as, establishing organization as a National Account, to assist centers within community of office supply discounts.
- Assisted all departments with Administrative projects related to organization.

MILE HI CHURCH Lakewood, CO Media Center Coordinator 06/2000-11/2008

- Responsible for training volunteers within the store front/production areas of the Media Center.
- Managed monthly work schedules of volunteers (approx. 30).
- Designed CD labels of weekly services and guest speakers.
- Media Department burned CD's for Sunday services and guest speakers.
- Process on-line orders for "Media by Mail" subscription program.
- Invoiced departments monthly for products purchased from the Media Center.
- Experienced with High speed duplicating machines and CD burners.
- Monitored inventory of raw and finished products

COORS BREWING COMPANY Golden, CO Security Front Desk 06/2003-09/2006

- Provided excellent customer service to visitors, experiencing the Brewery Tour.
- Maintain security of the Brewery lobby and provide badge access to visitors.
- Ensure safety to visitors by providing PPE equipment and escorts, to tour the brewery.
- Coordinate vacation/desk schedules, for a team of 6 staff members and 3 buildings.
- Trained temporary personnel on PBX system, customer service and security policies
- Administrative Assistant to the Lock shop. Organize and cataloged keys and cards for the organization.

Additional work experience in the following fields:

- **ASHER STUDIO ~ Administrative Assistant/Receptionist ~ Denver, CO**
Phones, Accounts Payable/Receivable. Payroll, Proofread projects prior to printing, coordinating print schedule of projects, purchased office supplies.
- **Allied Jewish Housing ~ Assisted Living Receptionist ~ Denver, CO**
Phones, scheduled events for residents, assisted with move in/out of residents, organized building events.
- **Excel of Colorado ~ Call Center Customer Service Representative ~ Denver, CO**
Assisted customers with set up or discontinuation of service, reviewed billing questions/problems.
- **Village Homes ~ Receptionist ~ Littleton, CO**
Answered phone lines, Administrative projects with various departments.
- **Benedict Nuclear Pharmaceuticals ~ Office Manager ~ Golden, CO**
Organized scheduling of Raw Product delivery to Colorado, from Canada. Shipped Nuclear Medicine weekly, via airport protocol to hospitals throughout the US. Calculated finished product of medicine used for Thyroid Testing.

EDUCATION & TRAINING

- Fair Lawn HS - Fair Lawn, NJ High School Degree
- Bergen Community College - Paramus, NJ Business & Psychology

REFERENCES:

- Jennifer Peeso ~ Former Supervisor at Centers for Spiritual Living ~ 720-985-6773
- April Schmidt ~ Previous Co-worker at Asher Studio and friend ~ 303-797-0849
- Nathan Marschall ~ Former Supervisor at Mile Hi Church ~ 303-237-8551