

Abby Lawrence

sales - First Data Independent

Centennial, CO
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My objective is to aim high, and go above and beyond. I would like to perform to the highest standard and do my best to meet and exceed all expectations.

WORK EXPERIENCE

Receptionist

First Data Independent - Englewood, CO - September 2012 to June 2014

Receptionist

- Customer relations, including, answering a high volume of calls on a multi line phone, assisting customers/clients with concerns related to their accounts, email communication with customers/clients, mailing items to merchants.
- Business relations, including: Making and creating files for client accounts, filing and organization, processing paperwork, use of office essentials such as copier, scanner, postage meter. Responsible for shipping necessary equipment to merchants, receiving equipment, computer work including Microsoft programs, excel spreadsheets and company software and databases, receiving payments via a POS, returning funds when appropriate, scheduling recurring payments, processing loan applications and retaining additional documents and paperwork. Clerical work as needed

Manager

Aveda Lifestyle Store - Littleton, CO - July 2009 to September 2012

Customer relations, including, greeting guests, educating guest on product knowledge, receiving and distributing money, multi-tasking, answering phone calls, email communication with corporate persons.

- Business relations, including, inventory management, project management, computer program installation, upgrade and management, bank deposits and change orders. Opening the business and closing the business at the end of the day.
- Miscellaneous- facility upkeep, ordering office supplies, supervising 3 others, organizing projects and completing projects on time.

Retail Lead, Client Coordinator

Berenices Salon - Denver, CO - April 2004 to May 2009

Customer relations, including, greeting guests, making appointments, bill settlement, answering a high volume of calls, multi-tasking, experienced with retail sales.

- Business relations, including, inventory management (placing and receiving orders) computer skills(program specific)telephone skills, scheduling, conflict solving, use of credit card machines, bank deposits and change orders.
- Miscellaneous- facility up keep, getting office supplies when needed, assisting co-workers when needed.

EDUCATION

Associates in Applied Sciences

Arapahoe Community College - Littleton, CO

BA in Criminal Justice

Metropolitan State College of Denver/ Auraria Campus - Denver, CO

Diploma

Eaglecrest Highschool - Centennial, CO

ADDITIONAL INFORMATION

Qualifications:

Extensive experience in customer service, customer contact, telephone skills, office equipment (copier, fax, postage meter etc) management skills, inventory management, computer skills, bank depositing and change orders, written and oral communications, outgoing and personable, energetic, trustworthy, punctual, and honest.

-Microsoft Proficient (word, excel, outlook etc)

-50+wpm

-Internet search engine proficient