

## **SARAH K KAUFMAN**

AUSTIN, TX 78745  
(512) 228-2128  
skaufman112@yahoo.com

### **Work History**

#### **Field-Logic / Cox Enterprises, ATLANTA, Georgia Field Service Specialist**

**Oct 14, 2013 - Jan 04, 2015**

Manage time to ensure completion of all weekly audits. Audit 130 used car dealerships and Honda lawn and powersports stores within a 200 mile radius. Verify all offsite units at mechanics and on display. Fill out online audit and submit results in a timely manner. Provide excellent customer service while conducting audits. Build relationships with all store and dealership owners to ensure cooperation during all audits.

#### **Payday Advance, AUSTIN, Texas Associate**

**May 10, 2009 - May 24, 2013**

Open and close store daily. Process paperwork for new loans and loan payments. Update and maintain customer files, and daily revenue reports. Process Western Union payments and money orders. Self verify and cash checks. Make courtesy calls to all customers that have payments due. Create marketing materials and market to businesses within a 15 mile radius of store. Create weekly work and marketing schedule. Conduct a bi-weekly safe audit. Market, sell, and process Auto Equity Loans. Purchase scrap gold.

#### **Mosaic Sales Solutions, IRVING, Texas Merchandiser**

**May 01, 2007 - May 17, 2009**

Maintain, update, and verify pricing on all games and computer software at 5 WalMart locations. Ensure all new releases are on the floor and priced correctly by its release date. Conduct quarterly inventory and department reset for all games and software. Build and maintain all fixtures in the electronics departments. Update all demo game hardware, process returns of all old demo equipment. Receive and keep organized all demo equipment, signage, Plan-o-grams, etc. for any upcoming reset or department update. Keep department managers and associates aware of all new release dates, upcoming promotions, or any other information that might help boost sales. Assist customers with any questions or needs while I'm visiting each store. Upload and download all work orders, and process them in a timely manner. Manage my time and stay organized to make sure to accomplish all work at orders at all 5 stores. Help with other department work orders when needed, such as giftcards and prepaid debit card inventory and returns.

#### **Creative Support Solutions, AUSTIN, Texas CABS Analyst**

**Jan 08, 2007 - Apr 15, 2007**

Create and maintain telephone bills for 17 companies. Provide dispute resolution, and maintain dispute log. Researched all disputes to provide accurate customer service and billing. Create and maintain filing system for all carrier access bills for various companies. Review carrier access rates to ensure accurate monthly billing. Provide CABS assistance by cross referencing statistical reports with database and paper files for follow-up and corrective action. Produce and print all bills according to telephony billing guidelines and dates. Worked under moderate supervision with limited latitude for the use of initiative and independent judgment.

#### **Creative Support Solutions, AUSTIN, Texas Administrative Assistant**

**Aug 07, 2006 - Jan 08, 2007**

Provide administrative and technical support to company President and all division Directors. Train staff on administrative procedures and/or technical programs. Engage in various activities pertinent to the planning and execution of a program or administrative projects. Conduct monthly quality assurance checks on accounts payable with contracted vendors. Maintain Dispute Log for various telephone companies. Assist CABS (Carrier Access Billing System) Analysts with telephone bill preparation and mailout. Prepare newhire paperwork. Maintain inventory on all computer software, office furniture and supplies.

#### **SRV L.L.C., AUSTIN, Texas Store Display Coordinator**

**Feb 01, 2003 - Jan 06, 2006**

Coordinate and organize the daily work schedule of Department. Update and maintain the fixtures database on a daily basis. Manage and maintain the inventory of fixtures in two warehouses. Assist with the coordination of daily fixture shipments to seasonal retail stores and International Partners. Provide customer service to store managers concerning the construction and opening of stores. Assist with the development of department budget and purchasing of fixtures. Coordinate and manage the closing procedures for seasonal stores.

## Education

**St. Edward's University, Austin, Texas**  
**Bachelors Degree**

Major: Sociology

## References

**Tommy Miller**

Supervisor

Payday Advance

(512) 739-3945

**Stephen Cadena**

AppleCare Senior Advisor

Apple, Inc

(512) 788-2483

**Justin Cook**

Senior Lender Analyst

FinanceGenius Inc

(512) 577-9056