
ALLISON E. ELMORE

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CLIENT SERVICES SPECIALIST

Multi-talented and organized customer care professional, performs innumerable administrative responsibilities while delivering stellar customer service. Motivated and personable, conducts duties with discretion and confidentiality while cultivating a productive, safe and collaborative work environment. A hyper-organized multitasker approaches each job with meticulous attention to detail while grasping the 360° overview. An experienced gatekeeper with impeccable people skills, recommends operational efficiencies, works both independently and as part of a team to deliver quality results based on stakeholder objectives and goals. With stellar interpersonal communication, fosters loyal and long-lasting relationships with clients, colleagues, management, and vendors based on respect and mutual admiration.

SKILLS

A/R | Accounts Payable | Administration | Adobe | B2W | Cost Controls | Customer Service | Dictation | Email Correspondence | Event Planning | Interpersonal Communication | Inventory Control & Management | Leadership | Legal Documentation | Marketing | Microsoft Office | Notary | Office Inventory | Presentations | Property Management | Real Estate | Reports | Sage | Savings | Scheduling | Swag | Team Building | Vendor Relationships

PROFESSIONAL EXPERIENCE

AMERICAN SOLUTIONS FOR BUSINESS | DENVER, CO

03/2024 – 10/2024

ACCOUNT MANAGER

Supported 3 sales representatives servicing major national customer accounts. Assisted with client presentations for apparel, trade show, print, and promotional usage. Processed purchase orders and performed product tracking and shipping. Handled customer and company inventory to match stock counts, and updated customers' websites.

Help customers to gain maximum marketing exposure utilizing branded swag merchandise.

- ▶ Worked on vendor billing discrepancies and handled sensitive customer information with prudence.
- ▶ Corresponded with clients regarding invoicing, product specifications, sourcing, pricing, and deliverables.
- ✓ **Fielded over 100 emails daily.**
- ✓ **Received consistent high marks for customer service satisfaction feedback.**

WESTERN STATES RECLAMATION | FREDERICK, CO

04/2021 – 02/2024

ADMINISTRATIVE ASSISTANT

Oversaw daily office functions, supported C-suite with hiring and interview coordination. Processed payroll weekly for 175 employees along with certified payroll for city and county projects. Directed monthly AP reconciliation, weekly check runs, and invoice entry. Addressed sales inquiries and directed questions to appropriate personnel.

Ensure the office runs smoothly, and weekly payroll is distributed on time.

- ▶ Provided HR assistance with the onboarding process for new hires.
- ▶ Managed data entry; scheduled meetings; planned, sourced, facilitated large-scale event.
- ▶ Collated timesheet entries and time logs companywide.
- ✓ **Employees and vendors were paid weekly on time and accurately.**

LFP BROADCASTING, BOULDER, CO

07/2018 – 04/2021

ADMINISTRATIVE ASSISTANT

Oversaw daily office operations, prepared accounting and finance reports, assisted with quality control video, and handled customer subscription correspondence. Addressed facilities management issues regarding HVAC, leaks, and building logistics. Coordinated and executed large holiday parties for over 100 employees and guests.

Support management with efficient and streamlined administrative processes.

- ▶ Helped accounting department run reports.
- ▶ Identified business improvement opportunities and offered enhancement recommendations.
- ▶ Maintained an organized office environment while ensuring all health and safety regulations were met.
- ✓ **Resolved customer technical challenges to avoid subscription cancellations.**

FOSTER VALUATION LLC | GREELEY, CO

10/2013 – 06/2018

RESEARCH ASSISTANT

Updated, input, and maintained current databases, proofread hundreds of appraisal reports. Handled correspondence related to farmland and commercial real estate sales transactions. Researched and pulled real estate info from sales pool including deeds, loan and mortgage docs, past sales histories, and assessor documents.

Implement improvements to streamline office operations and install efficiencies.

- ▶ Proofread all appraisal reports for grammar and content accuracy.
- ▶ Made sure computers had new software updates and current spyware was secure and maintained.
- ✓ **Proofread over 100 appraisal reports annually.**

APPLEONE EMPLOYMENT SERVICES | GREELEY, CO

01/2013 – 10/2013

LEGAL ASSISTANT

Performed administrative duties, answered phones, scheduled appointments, supervised scheduling logistics. Took dictation and drafted legal correspondence.

Help principal attorney operate law firm while preparing to close the office.

- ▶ Worked for a law firm making sure all documentation was processed and distributed accordingly.
- ▶ Handled accounts payable duties, processed payments, invoiced accounts, and reconciled statements.
- ✓ **Processed copious invoices daily.**

INNOVATIVE LEARNING CONCEPTS INC. | COLORADO SPRINGS, CO

08/2007 – 09/2012

CUSTOMER SERVICE SUPPORT SPECIALIST II

Managed four warehouse associates. Provided exemplary customer service, directed email correspondence, and resolved customer issues. Assisted accounting with orders, data entry, fulfillment, inventory control, and A/R.

Supervise product printing and assembly, fulfillment and order shipping.

- ▶ Ensured sales team and conferences received requisite materials to educate teachers about the product.
- ▶ Executed complex travel logistics and submitted RFPs for school districts.
- ✓ **Maintained long-term trusting relationships with 3rd-party vendors.**

EDUCATION

University of Northern Colorado, Greeley, CO | **BA Journalism, Public Relations & Advertising**