

# Armanda Ramirez

Greeley Colorado 80631 970-388-1464

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## Office Clerk

15+ years of Customer Service/ Clerical experience in a retail grocery and call industry; Recognized by management for being highly motivated, a solid reputation for accuracy, reliability, and efficiency; General computer knowledge; Awarded several certificates for customer service, attendance, work ethnics; Able to pass a background check and drug screen; Colorado driver's license/clean MVR; Crossed-Trained in:

~ Customer Service ~ Cash Handling ~ Sales ~ Bookkeeping~ Inventory Control ~ Data Entry ~ Training ~ Accounts payable/receivable~ Dispatching ~ Interviewing ~ Payroll ~ MS Word, Excel, PowerPoint ~

## Professional Experience

**Customer Service/Clerical**, StarTek, Greeley Colorado  
12/2016-10/2018

### ***Purchasing***

- Dealing with contractors on a daily basis, coordinating them with homeowners to get their major system and appliances fixed in their homes.
- Take diagnose over the phone from contractors, order parts they need to fix HVAC systems, plumbing issues, stoves etc
- Bill out homeowners and pay contractors once they completed jobs.

### ***Customer Service Representative***

- Answering phones, setting up work orders, coordinating appointments between homeowners and contractors.
- Taking homeowners credit card payments over the phone and posting them to their accounts

**Care Provider/Volunteer**, Greeley, Colorado  
12/2016

11/2015-

**Manager**, Albertsons, Loveland Colorado  
10/1995- 11/2015

### ***Floral Manager***

- Ordered and checked in product, set up displays, inventory
- Made arrangements, wrote schedules, operated a forklift and helped in receiving.

### ***Front End Assistant Manager***

- In charge of safe, deposits, and oversaw checkers and curiosity clerks; including making sure everyone received their breaks and lunches.
- During this time for a year and a half was the back-up bookkeeper and ran the computer system calculating sales and labor which was spent on a daily basis

### ***Customers Services Manager***

- Ran cash register, changed prices in the system, counted down checker tills and wrote schedules

- Accountable for Lotto Sales and in charge of money order transactions, collections for bad checks.

**Education/Training**

A.A.S. Criminal Justice, Aims Community College, Greeley, Colorado