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. AMY ARIAZ .

6886 LOUDON STREET • WELLINGTON, COLORADO 80549
E-MAIL AMYARIAZ@YMAIL.COM • PHONE (970) 691-3443

Dear Sir/Madam:

Please accept my resume as an expression of interest in the Customer Service position.

I have 20+ years of Customer Service experience.

If you select me you will find I am an honest, reliable, organized candidate and an overall excellent employee.

My enclosed resume is to highlight my skills and credentials. For this reason, I would welcome an opportunity to meet with you to discuss my qualifications and candidacy in further detail.

Thank you for your consideration; I look forward to the opportunity of joining your team.

Sincerely,

Amy Ariaz

Enclosure: resume

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OBJECTIVE

To secure a job in a customer service-oriented work environment. A job where I can prove my administrative skills as well as where I can develop my job experience for career improvement.

PROFESSIONAL EXPERIENCE

October 2018 - Present Express Employment Professionals Fort Collins, CO

Customer Service Representative/Utilities

- Assist external/internal customers with account information, billing inquiries and payments
- Data entry
- Generate reports/lien statements
- General clerical
- Setup payment arrangements
- Start/Stop service

September 2008 - September 2018 Waterpik Technologies Fort Collins, CO

Customer Service Representative

- Answer inbound calls
- Help customers with troubleshooting on products
- Send out new products to customers that are under warranty
- Send customers product information via mail, fax or email
- Answer daily emails
- Handle daily KPI's and monthly charts for Customer Service Center
- Handle product returns

- Order office supplies

July 1999- June 2008 Automatic Data Processing (ADP) Fort Collins, CO

Senior Data Acquisition Specialist II

- Account and document management, 65+ vendor accounts
- Senior Representative; point of contact for business associates
- Above & Beyond Award for: Outstanding customer service, order processing and follow through
- Met deadlines/goals by Corporate
- Efficiency & diligence
- Transitioned agents from faxing /calling in results to using website for quicker turnaround time
- Award for: Quick turnaround time and always taking the extra step to find the solution
- Dress code committee
- Encourage teamwork and respect among each other

EDUCATION & CREDENTIALS

2012 Front Range Community College Fort Collins, CO
General Studies

1994 Hair Dynamics Education Center Fort Collins, CO
Cosmetology studies

1988-1991 Fort Collins High School Fort Collins, CO
General studies

Computer Skills

Proficient in Windows XP, Database, Oracle, Microsoft Word, Excel, GroupWise, Outlook, 10 Key-pad & Internet, multi-line phone, bilingual, Customer Information System, Kubra, Switchboard

Expected Wage

\$15-17 per hour