

ANGELA PEREZ

East Windsor, CO 80550 | (970) 786-9813 | angelap7119@gmail.com

Professional Summary

Adaptable Office Administrator 10+ years of experience with wide range of talents from travel coordination to bookkeeping. Additional experience in assisting executives and coordinating company events. Fast-learner with interest in developing new skills to better support staff and management.

Skills

- Documentation and control
- Business administration
- Bookkeeping
- Credit and collections
- Workflow planning
- Strategic planning
- Payroll and budgeting
- Scheduling
- Policy and procedure modification
- Organization and Time management
- Responsible
- Computer skills
- Good telephone etiquette
- Clerical
- Basic math
- Customer Service

Work History

Billing/Customer Service

07/2020 to 09/2021

Fort Collins-Loveland Water District – Fort Collins, CO

- Optimized organizational systems for payment collections, AP/AR, deposits and recordkeeping.
- Analyzed and solved multi-faceted problems that effected executive leaders and business initiatives.
- Performed billing, collection and reporting functions for office
- Improved office operations by automating client correspondence, record tracking and data communications.
- Achieved all specific team objectives and collection activity.
- Improved customer satisfaction scores through application of superior conflict resolution and problem-solving skills.
- Resolved issues through active listening and open-ended questioning, escalating major problems to the Billing Supervisor.
- Provided backup to front desk to step in to assist with various tasks whenever employee was absent or at lunch.

Frontier Airlines

05/2018 to 07/2020

Express Personnel – Fort Collins, CO

- Resolved customer complaints by listening to grievances, determining causes and deciding best solution.
- Provided product and service information to customers and identified upselling opportunities to maintain and increase income streams.
- Provided current and accurate fare, schedule, reservations and flight arrival and departure information to customers.
- Resolved customer complaints via phone, email or live chat.
- Strove for first call resolution by taking true ownership of customer needs and issues.
- Answered incoming phone calls and developed friendly rapport with callers while answering questions, making recommendations and leading conversations to bookings.
- Provided follow through on all calls with confirmations and dissemination of requested information.
- Informed clients of essential travel information, such as travel times, transportation connections, medical and visa requirements to facilitate quality service.
- Managed online booking inquiries and assisted guests and travel partners with questions throughout entire booking cycle.
- Provided high level of customer service to each person by engaging customer and using active listening and effective interpersonal skills.
- Developed and maintained courteous and effective working relationships.

Education

GED

04/2010

Colorado State University - Fort Collins, CO

Languages

English

Native or Bilingual

Spanish

Native or Bilingual