

Ashley Cooper

Aurora, CO 80013

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(720) 320-6234

Authorized to work in the US for any employer

Work Experience

Database Coordinator

Aramark Refreshment Services - Denver, CO

October 2017 to June 2020

Answer customer questions and offer details about products, promotion and services while efficiently processing orders and managing account details.

Deliver exceptional customer service while investigating and resolving customer inquiries and complaints in a timely and empathetic manner.

Accurate data entry of new accounts and maintenance of current database of records ensuring accuracy in each of our operating systems.

Management of leased equipment ensuring that all leased equipment was charged to the customer and provided the Finance Manager with monthly totals.

Developed a reputation of being very knowledgeable in our two main database systems.

Support management, service and sales team by scheduling future events while accommodating any urgent equipment needs or requests from customers.

Assist Service Manager with dispatching of work orders to the service team and equipment management by ensuring the proper equipment is on the correct account.

Legal Assistant/Debt Collector

Mountain West Law Group, PC - Denver, CO

September 2015 to August 2017

Responsible for most court filings in five states including scheduling, correspondence with clients, communication with courts and debtors, new account set up and customer service. Performed tasks associated with debt collection while complying with rules and regulations of FDCPA, FCRA, TCPA, and UDAAP. Drafting of summons, complaints and responding to various motions and pleadings.

Calendar management for lead attorney including setting trials, hearings, and other deadlines for active cases.

Processing of invoices both A/R & A/P.

Created and maintained office procedures.

Tax Preparer/EA

Anton Collins Mitchell LLP - Denver, CO

March 2013 to May 2014

Produced final prepared tax documents to clients prior to tax deadlines.

Assisted as needed across departments for completion of projects. Contributed with streamlining completion of jobs within the department. EA duties included setting up travel itinerary for conferences, monthly expenses and other duties as needed by the partner.

Student Support Counselor

Jones International University - Greenwood Village, CO

August 2011 to June 2012

Assist students individually by discussing academic programs, developing academic & career goals. Provided counseling on any identified concerns or needs. Maintained weekly contact with students and assisted with progress through courses.

Maintained a high volume of calls and emails with students while providing excellent customer service. Adhered to law, policies, procedures and ethical standards of the University, General receptionist duties. Building maintenance and security.

Weekly processing of A/R to corporate.

Weekly ordering of supplies for office and break room.

Education

High school diploma

Overland High School - Denver, CO

February 1997 to June 2001

Skills

- Calendar Management
- Operating Systems
- Personal Assistant Experience
- QuickBooks
- Accounts Payable
- Microsoft Office
- Customer Service
- Data Entry
- Data Management
- Quality Assurance
- Database Management
- Schedule Management
- Scheduling
- Schedule Appointments
- Tax Experience
- Accounts Receivable
- Microsoft Outlook