

❖ **Mission Statement**

Strive to exceed customer/ employer expectations by delivering second-to-none service
Maintain customer centricity in all initiatives and interactions, always putting the customer first

❖ **Career Snapshot**

Twenty years of commended performance in key customer service and support roles
Account Management
Telephone communications (answering phones, transferring calls)
Basic knowledge of Microsoft Windows 2007 (Word, Excel and PowerPoint)
Willing to learn new things and quick learner with hands on
Great communicator
Love to work with people, Outgoing, Energetic, Kind, and Exceed at Customer Satisfaction
Expert in customer care/communications, problem solving,
Above average Data Entry Skills
Enjoy a challenge
Interviews/Reference Checks
Scheduling appointments
Auto Dealership ~ Titles ~ A/R~A/P ~ Receptionist

❖ **Office Skills**

10 Key by touch, Type @ 35 wpm, Filing
Answered phone calls, set up/canceled appointments, and transferred Calls from a single line or a multiline phone
Made copies, filled the copy machine with paper, Change paper in 10 Key
Ran errands
Operation office equipment, printer, copier, fax machine, computer and telephone

❖ **Telephone Skills**

Take at least 50 calls a day (answering / transferring calls)
Communicate to solve complex problems without seeing the problem

❖ **Computer Skills**

Basic knowledge of Microsoft Windows 2007 (Word, Excel and PowerPoint)

❖ **Work Experience**

10/11~Present (Part-Time) Longmont, CO	Office assistant	Last Minute Limousine
04/09~09/11-(Part-Time) Jamaica, Iowa	<i>Bartender</i>	Do Drop Inn
07/11~09/11(Full-Time) Waukee, Iowa	Customer Service	West Central Auto Auction
11/08~09/09 (Full-Time) Panora, Iowa	Customer Service	Brokers International
10/05~09/08(Full-Time) Des Moines, Iowa	Acct pyble / Cstr Svc / Inside Sales	Titan Tire Manufacturing

❖ **Education**

DMACC	Account Certificate	Boone, IA	05/95 – 12/97
DMACC	Business Applications	Carroll, IA	11/09 – 04/09

