

# Caitlin McAdoo

Broomfield, CO 80020

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Administrative Assistant**

ARIZONA OFFICE TECHNOLOGIES - Phoenix, AZ - 2017-07 - Present

Greet and assist visitors and vendors.

Research and book all company travel, meetings and events.

Maintain Presidents calendar and needs

Maintain office supply and kitchen supply orders.

Manage incoming and outgoing mail.

Manage daily reports (revenue dashboard, check tally etc.)

Scan and file all contract and payment documents

Create invoices for Accounting to bill off of (FM billing, Interim billing)

Transfer calls on a multi-line phone

Strong knowledge of e-automate, Sherpa, Word and Excel

### **Customer Service Representative**

Premiere medical corporation - Commerce City, CO - 2016-08 - Present

Answer phone calls from nurses ordering DME for their hospice or at home patients

Data entry of patients files and DME orders

Patient Profiles in FastTrack

Working with dispatch to help customers needs or time frames

### **Server**

Twin Peaks - Lakewood, CO - 2012-05 - Present

Critical understanding of customer service and customer needs in a busy environment.

\* Manage multiple tasks throughout an evening.

\* Strong phone skills. Ability to communicate fluently while taking customer orders.

\* Assist other servers in rush situations in order to keep customer satisfaction at a high level.

\* Answer and clarify customer requests regarding food preparation and menu items.

\* Coach new hires and provide feedback regarding service techniques.

### **Administrative Assistant**

Summit Bodyworks - Commerce City, CO - 2014-12 - 2016-08

= Ability to assist customers' needs in person and by phone.

= Manage multiple tasks in a high energy environment.

= Payroll duties.

= Scheduling of meetings and scheduling of graphic jobs.

= In charge of booking flights, hotels and rental cars for trade shows.

= Transfers calls to correct employee using multi-line phone.

= Create invoices of the work done for customers.

- = Code invoices to send to Accounts Payable, get codes from Accounts Receivable.
- = Exceed in Excel, Karmak and Word.

#### Accomplishments

I took on multiple rolls that were not mine. I helped open our new decal department by being the point of contact for all inquiries, invoices and payments.

#### **Receptionist**

Floyd's 99 barbershop - Northglenn, CO - 2014-02 - 2014-12

- \* Responsibilities
- \* Work with all customers needs.
- \* Manage multiple tasks in a fast paced environment.
- \* Strong phone skills on a multi-line phone.
- \* Maintained drawer accuracy.
- \* Maintained inventory.
- \* Scanned, faxed and made copies of paperwork daily.

#### **Server**

Hooters - Westminster, CO - 2011-05 - 2012-04

Adapted to customer needs in a rush environment and would manage multiple tables.

- \* Thorough knowledge of menu items and food preparation.
- \* Developed relationships with customers and built rapport regularly.
- \* Maintained a high level of productivity.

#### **Customer Service, Server**

Boondocks Fun Center - Northglenn, CO - 2010-05 - 2010-08

Summer Position)

- \* Managed drawer accuracy.
- \* Organized birthday events and assisted families throughout their stay.
- \* Answered customer questions regarding party packages and fun center activities.

#### EDUCATION

Legacy High School - Broomfield, CO  
2007 - 2011

#### SKILLS

ServSafe Certified, Tips Certification, Bartending School Certificate

#### ADDITIONAL INFORMATION

#### HIGHLIGHTS OF QUALIFICATIONS

- \* Excellent communication and written skills
- \* Ability to succeed and perform in a deadline high energy driven environment
- \* Superior organizational skills
- \* Adaptable with good problem solving and team work skills

## SKILLS

- \* Proficient in: MS Word, MS Excel, MS PowerPoint, MS Outlook
- \* Ability to type 75 words per minute