

Cari Nordstrom

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Authorized to work in the US for any employer

Work Experience

Administrative Assistant

Smith Machinery - Ames, IA
November 2018 to November 2019

- Greeted customers, clients and vendors at reception area
- Answered all incoming calls and directed them to the appropriate person/department
- Assisted and supported sales personnel in achieving sales outcomes and goals
- Managed incoming and outgoing mail as well as mailing of UPS Packages and Freight
- Input customers, vendors and new inventory into database.
- Created constant contact ads
- Updated inventory prices and inventory on hand
- Created and maintained Calendars
- ordered office supplies

Part-Time Assistant Store Manager

Christopher and Banks - Ames, IA
March 2016 to November 2019

- Provided and modeled excellent customer service including strong product knowledge and sales floor awareness to ensure that all customers were greeted and assisted.
- Supported the achievement of store sales goals and Key Performance Indicators (KPIs).
- Assisted Store Manager in building brand awareness and promoting company image through partnerships and activities with the community and mall, and participated in grassroots marketing activities.
- Supported store in sustaining a highly satisfied and loyal customer base through engagement, effective selling techniques and conversion to drive a sustainable sales trend.
- Assisted Store Manager in maintaining the general operations of the store, and adhering to all operational procedures to ensure safe and efficient operations.
- Assisted in the execution of corporate directives within designated time frames.
- Assisted in the execution of visual merchandising updates to ensure the store was consistently merchandised according to visual guidelines.
- Opened and closed the store, balanced registers and completed deposits.
- Assisted in submitting payroll, ect.

Patient Access Representative

Iowa Heart Center - West Des Moines, IA
September 2017 to November 2018

- Greeted, instructed, and directed all incoming patients and visitors.

- Assisted with completion of registration forms.
- Answered incoming calls and provides routine information and directs calls to appropriate area.
- Accessed, input, and retrieved information via the computer, updated information as needed.
- Assisted with pre-certification process.
- Monitored patient waiting time and maintains patient flow.
- Performed billing processes as identified.
- Assures completion of all appropriate documents upon check out.
- Utilized appropriate auditing tools according to IHC guidelines.
- Attempted to contact all "no show" patients, documents in patient's record and reschedules patient.
- Notified patient of future scheduled appointment.
- Collected payments and compiles daily payment log.
- Educated and instructed patients of upcoming procedures and tests under the nurse's guidelines.
- Maintained accurate balance of petty cash.
- Utilized answering service at appropriate times and retrieves messages from answering service and responds appropriately.
- Covered other Iowa Heart Center locations as directed.

Clerical/Admin. Office Specialist

Link Associates - West Des Moines, IA

December 2016 to August 2017

- Maintained files as assigned that were current, correct, identifiable, and accessible; assured that all records were kept confidential, and controls to them were in place. Maintained data bases as directed.
- Maintained employee sign in/sign out to monitor availability of employees.
- Ensured the reception/office area and waiting room was keep neat, orderly and professional.
- Assisted with applicants as assigned. Provided assistance and direction for consumers, visitors, family/guardians and board, as assigned.
- Maintained confidentiality of agency, consumer, employee and salary information.
- Professionally and ethically handled agency and consumer money and property.
- Fulfilled all responsibilities as a mandatory reporter.
- Responsible for providing clerical duties which included typing, filing, answering phones and directing calls, copying, word processing and greeting the public. processing and delivering outgoing mail and faxes.
- Maintained data bases and confidential records, sent out meeting reminder notices to committee and board members.
- Handled consumer monies and petty cash.

Bookkeeper/Admin. Assistant

Iowa County Records Assoc - Johnston, IA

March 2013 to December 2016

- Responsible for performing day to day and monthly accounting and book keeping functions associated with the Iowa Land Records System, including downloading and importing daily IFF file charge and draw down reports into Quick books for all 99 counties.
- Daily reconciled Bank of America checking and credit card accounts.
- Entered invoices and receipts and monitored account balances in BOA, Fund 823 and Fund 255 accounts.
- Prepared monthly financial and metrics reports.
- Prepared checks to be endorsed by Association members.
- Answered telephone questions/inquires.

- Completed Redaction review and assisted with other clerical/administrative duties as assigned.

Customer Service Representative

CDS Global - Boone, IA

August 2009 to March 2013

- Provided customer service support in a busy call center environment for clients including but not limited to Conde Nast, Meredith and Hearst Corporations.
- Handled customer inquiries, complaints, billing questions, extensions and orders.

FSR/Customer Service Rep II

Bank of the West - Boone, IA

April 2010 to August 2012

- Provided high quality customer service by meeting the needs of customers in an efficient and friendly manner while both servicing transactions and handling needs assessment and new account opening.
- Acted as the customers' first point of contact with the Bank, by serving the customers' total financial service needs by recognizing and uncovering opportunities and contributing directly to the success of the branch.
- Responsible for a broad range of basic to moderate activities in the branch including transaction processing, new account sales, customer servicing and referral generation.
- Supported the Banks' sales objectives and campaigns by selling and cross-selling Bank products.
- Assisted the branch's management with day-to-day transactions (including but not limited to approving transactions, preparing reports, etc.)

Education

Bachelors of Fine Arts in Fine Arts

University of Colorado - Colorado Springs, CO

May 1995

Skills

- Scheduling, Instructing and Giving of Direction
- Phone support
- Bookkeeping, Accounting and Reconciliation functions using Right Networks and Quick books
- Utilize a variety of standard office equipment and off the shelf proprietary computer programs to complete assignments including Microsoft Office & Adobe Acrobat
- Prepare electronic recording payment reports, over the counter credit card system payment reports and processes, Metrics and Recording Trends Reporting
- Monitor failed/bounced and overpayments of accounts
- Process payments / create invoices/mail documentation
- Redaction Review and Inspection of Public Documentation
- Provide customer and administrative support whilst correctly directing customers with issues outside of my expertise to the appropriate resource(s).
- Assisted in opening accounts and assisting customers with financial needs/services
- Develop and utilize a variety of paper and electronic filing systems to effectively maintain information and improve office efficiency.

- Create print and electronic documents, memorandums, newspaper templates and multimedia presentations
- Successfully employ good judgment and sound decision making skills to achieve high standards and excel in a fast paced, professional, deadline oriented environment.
- Consistently provide excellent internal and external customer service.
- Customer service oriented with excellent written and interpersonal communication skills.
- Proficient clerical, book keeping, administrative, mathematic and computing skills.
- Strong multi-tasking, prioritization, organization and time management skills.
- Able to work independently and as a productive team member.
- Creative and resourceful with advance problem- solving skills. Completed Trainings:
- First Aide, CPR, Universal Precautions, Mandatory Reporting, Rights, Responsibilities & Confidentiality, Fire Extinguisher and SDS Training
- Accounts Payable
- Administrative Assistant
- Receptionist
- Word
- Microsoft Excel
- Outlook
- Payroll
- Office Experience
- Front Desk
- Customer Service
- Accounts receivable
- 10 key calculator

Certifications and Licenses

Driver's License

Assessments

Microsoft Word — Familiar

January 2020

Knowledge of various Microsoft Word features, functions, and techniques.

Full results: [Familiar](#)

Customer Focus & Orientation — Expert

January 2020

Responding to customer situations with sensitivity

Full results: [Expert](#)

Supervisory Skills: Directing Others — Proficient

December 2019

Motivating others to achieve objectives and identifying improvements or corrective actions.
Full results: [Proficient](#)

Reliability — Proficient

December 2019

Tendency to be dependable and come to work

Full results: [Proficient](#)

Administrative Assistant — Familiar

December 2019

Using basic scheduling, attention to detail, and organizational skills in an office setting.

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.