

# Cathryn Feehan

Little Canada, MN

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Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Virtual Assistant**

Fancy Hands - Work at Home - July 2015 to Present

#### Responsibilities

Selected and completed a variety of different tasks for different clients.

Anything from travel arrangements to Internet research to phone calls to data entry, etc.

#### Accomplishments

I get the opportunity to learn something new everyday and help out a lot of people.

#### Skills Used

Data entry, Internet research, clerical/phone calls, writing, etc

### **Unlicensed Real Estate Assistant / Personal Assistant**

Creative Results Realty - Saint Paul, MN - March 2015 to May 2015

#### Responsibilities

-Was a personal assistant to a Real Estate Broker

-Assisted in completing orders for BPOs

-eBay sales and shipping

-Reading and responding to email and other communication

-As a personal assistant, my responsibilities from day to day were always different. I was completing whatever tasks she needed done. My job was to be able to do whatever I had at hand, and if I didn't know something, I was researching to where I was able to.

#### Accomplishments

I gained a lot of knowledge in real estate, which was something I knew nothing about before starting.

#### Skills Used

Computer skills, photography and photo editing,

### **Target Mobile Rep**

MarketSource - Saint Paul, MN - October 2014 to December 2014

#### Responsibilities

-Helped customers in the mobile department at Target whether purchasing a prepaid phone or looking into a contract plan.

-Sales, inventory of mobile products

-Handled all product trade-ins

#### Skills Used

Sales, Customer service, technical support,

### **IOS Tech Support**

NCO Group/APAC - Mendota Heights, MN - July 2012 to January 2013

Promoted to Tier 2 after 4 months of employment \*Facilitated and assisted in the escalation of customer service issues, taking on supervisor request calls \* Built customer loyalty by placing follow-up calls for customers who reported product issues.

My main area of training was IOS devices (iPods, iPhones, and iPads) however, I taught myself extensively about Mac computers while using one at work

• Target Corporation - Roseville, MN Grocery Team Member \$7.89/hr Oct '09 -July 2010  
Stocked grocery shelves and maintained knowledge of the dairy, dry, and frozen grocery areas \*

### **Sales Associate**

Macy's - Roseville, MN - November 2008 to January 2009

Co nsulted with customers on the latest styles and trends, specializing mostly in Fashion Jewelry \* Built customer confidence by actively listening to their concerns and giving appropriate feedback. \*

### **Customer Account Executive**

Comcast - Saint Paul, MN - April 2006 to August 2006

Troubleshooted problems with equipment, devices or products, resolving customer complaints and concerns with strong verbal and negotiation skills. \*

Other Experience

### **Volunteer**

Brain Injury Association of Minnesota - September 2005 to December 2005

Assisted with filing and copying duties \* Assisted in the managing of the company database and verified, edited and modified members' information.

### **Target Mobile Rep**

MarketSource - Saint Paul, MN

## **EDUCATION**

### **certificate**

Minnesota School of Bartending - Saint Paul, MN  
October 2006

### **GED diploma in EDUCATION**

Inver Hills Community College - Inver Grove Heights, MN  
February 2006

## **SKILLS**

Strong typing skills (65-70WPM, almost 100% accurate), Personal computer professional knowledgable on both PC and Mac systems. 10+ years experience plus extensive knowledge repair, installation, research and software, Effective Communication skills in relating to people and handling customer complaints • Outstanding troubleshooter who enjoys a challenge • Proven ability in exceeding sale goals, while working

with up to 100 customers daily, • Stays organized and possesses strong management skills • Handling cash while operating the register with accuracy and speed • Keeping up to date on product knowledge and marketing campaigns • Easily adaptable to work in any environment, Accurate and timely stocking capability, Flexible and ready to go the extra mile to meet company and customer demands, Prompt and professional in handling a high volume of calls, Inventory and POS systems familiarity

#### ADDITIONAL INFORMATION

Tutoring - Macbook - 2016