

# Courtney Fredrich

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338 2ns St Kersey, CO 80644 | 720-933-0213 | [courtneyfredrich@gmail.com](mailto:courtneyfredrich@gmail.com)

## Objective

- To obtain employment with a stable company that will allow me to utilize my customer service and organizational knowledge and skill while providing the opportunity for possible future training and advancement.

## Education

**HIGH SCHOOL DIPLOMA | MAY 2006 | POMONA HIGH SCHOOL**

## Experience

**CUSTOMER SERVICE REPRESENTATIVE | FIVE STAR CHEMICALS & SUPPLY | JULY 2016- CURRENT**

- Greeting customer walk ins
- Answered telephones and directed call, to appropriate division based upon the nature of the inquiry.
- Answering technical questions through e-mail and phone calls
- Assisting customers with making orders and picking up orders.
- Receiving in chemicals and office supplies
- Responsible for up to 600 existing customer accounts
- Entering all orders and activity into CRM
- Distribute daily mail to the office
- Update various spreadsheets in google drive

**ADMINISTRATIVE ASSISTANT | CC DISTRIBUTION | AUGUST 2015 - DECEMBER 2015**

- Greeted delivery drivers, verified deliveries against order manifests, accepted complete orders and directed shipping/ receiving staff to placement orders
- Answered telephones and directed call to the appropriate division based upon the nature of the inquiry
- Organized and maintained the office, client files, order manifests, and emails
- Utilized FedEx shipping to ensure proper completion and receipt of all orders
- Delegated daily work assignments to shipping personnel and ensured they remain on task so that shipping schedules are met
- Verified employee time sheets to ensure they were complete and correct
- Responsible for completion of weekly inventory

**EXPERIENCE CONTINUED:**

**OFFICE MANAGER/COLLECTOR | KCG DRUG ALCHOL SOLUTIONS | JANUARY 2015-AUGUST 2015**

- Greet clients and perform required alcohol and/or drug testing
- Answer telephones and schedule in-house or on- call testing
- Organize and maintain office, client files, chain of custody orders, testing materials, e-mails, scans, and petty cash receipts and logs
- Verify and receive testing materials to ensure all materials have been received as ordered
- Utilize FedEx shipping to ensure proper completion and receipt of all testing materials and paperwork
- Scheduled all vehicle maintenance

**SALES ASSOCIATE | Lombardi's Bella Boutique | DECEMBER 2012- JANUARY 2015**

- Greet and assist potential customers with purchasing decisions of general merchandise
- Verification and receiving of merchandise to ensure all merchandise has been received as ordered
- Set-up, organize, and disassemble mobile merchandise booths
- Accept and complete cash and credit card sales

**ASSISTANT MANAGER-IN-TRAINING | K&G CONOCO, JENNY'S MAKET | FEBRUARY 2008-JUNE 2010**

- Greeted and assisted potential customers with purchases utilizing the ruby cashier system
- Addressed and resolved customer concerns or complaints which fell within my authority; for those which did not, referred to appropriate Assistant Manager or Manager
- Responsible for weekly store employee scheduling
- Responsible for completing and submitting all daily cash-on-hand, sales, fuel, deposit, lotto/lottery, cigarette, and store inventory reports
- Completed all deposits and purchased cash/coins to ensure adequate change was available via the in-store time delayed safe
- Reviewed and updated all in-store pricing to ensure accuracy
- Assisted with weekly store product order utilizing ruby ordering system

- Upon arrival of weekly store orders from various vendors, verified product received against order request for accuracy and receipt of the same
- Troubleshoot fuel pump and car wash malfunctions, fixed those within my knowledge base, contacted and scheduled repair service when necessary