



Courtney Pierce

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SKILLS

- Meticulous and Organized
- Verbal and Written Communication
- Project Management
- File Management
- Project Coordination
- Recordkeeping and Bookkeeping
- Professional Demeanor
- Clerical Support
- Organization and Efficiency
- Document Control
- Supply Management
- Meeting Preparation
- Strategic Planning

PROFESSIONAL SUMMARY

Dedicated professional with vast experience in customer service, data entry, and scheduling. Proficient in Microsoft Office Suite and various software programs. Committed to providing a high-level of service, accuracy, and efficiency while working in a fast-paced environment. Ambitious Receptionist equipped to handle front desk operations greeting guests, routing correspondence and solving immediate issues. Goal-oriented and meticulous professional with outstanding computer skills and telephone etiquette. Committed to contributing to company growth.

Focused on providing professional service and support to every office visitor. Diligent about scheduling appointments, managing packages and routing mail to recipients. Positive nature with excellent people skills.

Attentive Receptionist with excellent work ethic and positive demeanor. Polished in attending to phone calls and updating calendars and schedules. Organized and dedicated with 13 years of hands-on experience in administrative roles.

Highly-motivated employee with desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

WORK HISTORY

February 2024 - Current

Reconstruction Administration , Paul Davis Of Fort Collins, Fort Collins, CO

- Developed detailed project estimates to ensure accurate budgets and resource allocation.
- Conducted site visits to verify existing conditions, gather data, and maintain an informed perspective on each project's unique requirements.
- Assisted in risk management through thorough analysis of potential construction challenges and proactive mitigation strategies.
- Managed subcontractor bidding process to secure competitive pricing and high-quality workmanship.
- Enhanced project efficiency by streamlining communication between architects, engineers, and contractors.
- Established strong relationships with clients by maintaining open lines of communication, providing regular updates, and addressing any concerns promptly.
- Prepared accurate cost breakdowns for clients, providing them with a clear understanding of expected expenses throughout the construction process.
- Collaborated with team members to develop comprehensive project schedules that accurately reflected milestones, deadlines, and resource requirements.
- Coordinated permit acquisition processes to ensure timely approvals and adherence to local regulations.
- Maintained updated project documentation for accurate record-keeping and seamless collaboration among team members.

- Supported project managers in maintaining schedules by diligently tracking progress and addressing any potential delays promptly.
- Tracked project costs and other financial metrics to maximize profitability.
- Monitored construction sites for compliance with safety regulations and adherence to standards.
- Established and maintained relationships with vendors to source affordable and high quality materials and equipment for construction projects.
- Negotiated labor contracts with general contractors and subcontractors.
- Assisted in organizing and overseeing assignments to drive operational excellence.
- Led weekly production and operations contractor meetings, facilitating stronger communication, and helping to resolve critical issues.
- Implemented systems to improve process efficiency and reduce project duration.

August 2023 - September 2023

Administrative Assistant, Imperial News Paper, Imperial, NE

- Answered multi-line phone system, routing calls, delivering messages to staff and greeting visitors.
- Maintained confidentiality of sensitive information by adhering to strict privacy policies and implementing secure filing systems.
- Delivered excellent customer service through prompt responses to client inquiries, addressing concerns effectively, and building strong relationships.
- Ensured accurate record-keeping with diligent data entry and database management for vital company information.
- Improved document organization with thorough file maintenance, archiving outdated records as necessary for efficient retrieval when needed.
- Received and sorted incoming mail and packages to record, dispatch, or distribute to correct recipient.
- Scheduled office meetings and client appointments for staff teams.
- Created and maintained databases to track and record customer data.
- Enhanced office efficiency by streamlining administrative processes and implementing organizational systems.

September 2023 - February 2024

Cashier, Qwik Stop, Imperial, NE

- Greeted customers entering store and responded promptly to customer needs.
- Welcomed customers and helped determine their needs.
- Worked flexible schedule and extra shifts to meet business needs.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Built relationships with customers to encourage repeat business.
- Maintained a balanced cash drawer, ensuring accurate accounting at the end of each shift.
- Helped customers complete purchases, locate items, and join reward programs.
- Restocked and organized merchandise in front lanes.
- Assisted customers with returns, refunds and resolving transaction issues.
- Counted money in cash drawers at beginning and end of shifts to maintain accuracy.

March 2023 - Current

RECEPTIONIST, Storm Mountain Motors, Loveland, Colorado

- Delivered accurate phone messages to personnel with legibly written call-back numbers and names.
- Used proper telephone etiquette, answered calls and caller questions, and transferred to proper extensions.
- Provided typing, word processing, and clerical support and assisted with special projects.

August 2022 - October 2022

Front Range Raynor, SCHEDULER, Loveland, Colorado

- Communicated additions, cancellations, and special requests for appointment schedules to appropriate parties.
- Coordinated appointments according to established scheduling guidelines.
- Utilized computerized appointment scheduling system and supported updates.
- Collected demographic data at time of appointment scheduling.
- Answered phones, returning messages to schedule appointments.
- Utilized customer relationship management software to track and manage customer appointments.

April 2019 - June 2022

Owner/Operator, Oh Hail No Roofing CO LLC, Loveland, Colorado

- Maximized revenue and long-term net worth by producing results and performance.
- Drafted a business plan that outlined company goals and objectives.
- Hired skilled personnel to handle challenges and obligations of business.
- Managed the daily operations related to customer service, inventory management, and marketing.
- Defined strategic plans and kept business on track to meet objectives.
- Negotiated contracts and agreements with business partners, vendors, and customers.
- Set and implemented strategic goals and initiatives to align company with mission, values, and vision.
- Identified problems, made decisions, and interpreted results based on quantitative techniques.
- Built solid foundation of business acumen, technical skills, and proven practices for daily operations.
- Oversaw staff by hiring and terminating, creating schedules, and tracking payroll.
- Established and maintained business relationships with local suppliers to boost business.
- Demonstrated product knowledge and consultative selling skills by leading sales training sessions for new hires.
- Aspen Roofing and Exteriors,
- Inspected sales process quality, identifying opportunities for sales process improvement.
- Utilized CRM to maximize sales effectiveness.
- Achieved goals and annual budget projections by developing tactics to improve growth.
- Fostered individual and team development to improve sales tactics and practices.
- Collaborated with management team to exchange information on sales issues impacting other departments.
- Coached, trained, and motivated staff to meet or exceed aggressive sales goals.
- Analyzed industry trends and identified opportunities to improve existing customer-facing products.
- Delivered creative tactics to convert warm and cold prospects into leads.
- Stayed abreast of industry trends to implement improvements to sales process.
- Built high-achieving team by setting clear expectations and providing ongoing training and mentorship.
- WORD | PDF
- Formatting Options
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July 2016 - July 2019

Director Of Operations, Aspen Roofing & Exteriors, Denver, CO

- Established operational guidelines and identified opportunities for improvement.
- Worked with management team to develop operational goals aligned with business strategy.
- Set goals and expectations for direct reports using performance review process, holding staff accountable.
- Recognized employees for demonstrating excellent service resulting in increased company morale.
- Developed and maintained client relationships to grow business and improve account retention.
- Contributed to organizational strategic direction to improve products and services.

- Oversaw personnel by commending or initiating promotions, transfers and disciplinary measures.
- Successfully improved employment turnover through creating incentive and training programs.

EDUCATION

Bachelor Of Applied Arts, Graphic Design
Los Angeles School Of Graphic Design, Fort Collins, CO

May 2003

High School Diploma , General Studies
Strasburg High School, Strasburg, CO