

#### PERSONAL INFORMATION:

Barbara Cross

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Home Location: Arvada, Colorado

#### EXPERIENCE

April, 2010 – present

Customer Service/Inside Sales

Republic Services, a North American Fortune 500 company.

#### CUSTOMER SERVICE

Problem resolution on missed pick up services or deliveries of containers, billing errors and wrong placement, timing of deliveries on industrial, residential and commercial trash and recycling containers. scheduling of all services supplied to customers.

#### SALES

Sales of industrial roll off rental and service including delivery of container, removal and dump of industrial waste, return of container. Sales of both residential trash and recycling services.

#### ACCOUNTING

Taking payments via phone by credit card or check after setting up billing account for customers.

May, 1989 - May, 2008

Denver Post/Denver Newspaper Agency

Inside Sales/Customer Service

Retail and Classified Advertising

#### CUSTOMER SERVICE:

- Advised clients on best copy and product to best enhance reader response.
- Customer service and problem resolution for customers on ads they felt had poor reader response
  - or unsatisfactory placement and composing problems.
- Top notch customer service with no complaints in 19 years and several client calls and letters
  - detailing superior customer service. Recognition for superior customer service.

- High customer contact including researching new ideas for newspaper.

#### SALES:

- 19 years with Denver Post/Denver Newspaper Agency as inside sales rep in areas of Recruitment,
  - Real Estate, Classified and Retail Special Sections. Award Winner, Top in Sales award every year.
- Top leader in increased revenue in every department worked in, including revenue from own client
  - base as well as new customers calling to in-bound call center.

- Sales included both print and on-line as well as Employment Television, pick ups into multiple areas of the newspaper, AppVault, offered to clients for company anonymity as pre-screening for the client to streamline responses into categories and best candidates.

#### DEVELOPMENT:

- Developed Retail Special Sections team which sold special, non-normal run sections including development of new print media sections. This program increased revenue in our department, brought in new many new clients and increased overall visibility of the newspaper. Worked on multiple new sections at one time, as well as assisting retail managers with sections of their own. Trained new members to the team.

#### TRAINING:

- Trained other departments on rates, packages, special pricing for recruitment advertising.
- Displayed effective sales techniques for new hires in sales.

#### PREVIOUS WORK EXPERIENCE:

- 6 months Customer Service Manager with Denver Surgical Supply, a medical supply company. Position included customer service, sales and billing as well as researching the best product availability and pricing to meet clients' needs from multiple vendors across U.S. Implemented an incentive program that reduced errors from 15% to 5% the first month.
- Purchasing Agent for Cain Reprographics. Purchasing, A/P, A/R, check reconciliation, bank deposits, payment schedules to vendors, vendor negotiations, WIP, RMA's. Prior to promotion as Purchasing Agent, was the Receptionist- duties included answering multi-line phone systems, opening and sorting mail, copying, filing, greeting customers, typing.
- 2 years as Purchasing Agent for Executone of Colorado, a telecom and nurse call company with three offices in Colorado and Nebraska. Purchasing, vendor negotiations, A/P, operations.

#### COMPUTER SKILLS:

- Proprietary software such as ACT, Relationals.
- Microsoft Word, Microsoft Outlook, some experience in Excel.

#### EDUCATION:

Bachelor's degree C.S.U., Fort Collins, CO. High School degree: Randell Moore of Denver.