

Dawn Baldwin

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To secure a permanent position with a reputable company, where I can utilize my skills, experience, and challenge myself.

#readytowork

Authorized to work in the US for any employer

Work Experience

Account Manager/Customer Service Representative

TENERE INC - Westminster, CO
January 2020 to Present

Temporary contract for a medium-sized manufacturing company. Brought in to substitute for the current lead account manager while they were placed on FMLA. Required to learn a very complex system quickly and had to assume all responsibility for existing accounts and orders after a short training period. The primary contact responsible for managing the entire order lifecycle for several large customers including Google and HP. Duties included entering and tracking orders, verifying pricing accuracy and supplies availability, maintaining customer relationships during a very challenging period in the manufacturing industry due to Covid-19.

Technical Writer/Account Manager

OSHA Compliance - Denver, CO
July 2006 to January 2020

Worked as an independent contractor providing technical writing services. My primary work was for a company that provides documentation for the Occupational Safety and Health Administration (OSHA). Duties included composition, proof-reading, and ensuring the overall accuracy of the finished product. Was frequently held in high regard because of my attention to detail and ability to always meet necessary deadlines.

Controller

GRAND LUXE RAILROAD
November 1999 to February 2006

I was primarily responsible for all accounting operations for a luxury railroad service through Quickbooks.

Overseeing a team of three employees we ensured the accuracy and timeliness of all bookkeeping, financial reports, cost reports, balance sheets, budgets, and financial forecasts for a company with annual revenue that fluctuated between \$13-22 million and employed 60 full time employees.

Advertising Manager

HOME DEPOT CORPORATE
April 1992 to October 1999

Responsibilities included collecting material, offers/promotions, ensuring accurate pricing and product that were relevant for submission to publication and media.

Worked in tandem with the Project Manager to coordinate assets and ensure timely execution of projects and deadlines. Coordinated and led weekly meetings to strategize all relevant product information.

11412 QUIVAS WAY, WESTMINSTER, CO 80234
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Education

AS in Accounting

University of NorthTexas
1996

BA

Northeastern Illinois University
1990

Skills

- Very strong written and verbal communication skills with sharp attention to detail. Well versed in business software applications including Microsoft Office and various bookkeeping products. An experienced leader with ability to manage, multi-task, delegate, and help others grow to their full potential. (10+ years)
- Technical Writing
- Writing
- Microsoft Word
- Project Coordination
- Financial Report Writing
- Visio
- HTML5
- Order Entry
- QuickBooks
- General Ledger Accounting
- Pricing
- Bank Reconciliation
- Journal Entries
- Accounts Payable
- Account Reconciliation
- Office Management
- Accounts Receivable
- Financial Statement Preparation
- Auditing
- Forecasting
- Tax Experience
- Financial Analysis

Assessments

Customer Focus & Orientation — Expert

May 2020

Responding to customer situations with sensitivity.

Full results: https://share.indeedassessments.com/share_to_profile/54a5436ef6c40abcb67a5d279d73b256eed53dc074545cb7

Customer Service Manager — Proficient

May 2020

Managing customer service representatives and resolving customer issues.

Full results: https://share.indeedassessments.com/share_to_profile/9932eccc9ae86c40a93bdc1d3b2cb2ebeed53dc074545cb7

Spreadsheets with Microsoft Excel — Highly Proficient

January 2020

Excel knowledge including common tools, PivotTables, conditional & nested formulas, and custom visuals.

Full results: https://share.indeedassessments.com/share_to_profile/0ee92103a2961abc0374784c06b44c20eed53dc074545cb7

Phone Interview — Highly Proficient

May 2020

Listen to candidates' responses to key questions (sourced from real-world employers) to assess if they are a team and culture fit.

Full results: https://share.indeedassessments.com/share_to_profile/e14d5a8e2145da23e54305051221f177eed53dc074545cb7

Office Manager — Proficient

May 2020

Scheduling and budgeting.

Full results: <https://share.indeedassessments.com/attempts/2ef9cb7b63478f313a86f90f1d4e8fafeed53dc074545cb7>

Teamwork: Interpersonal Skills — Expert

May 2020

Resolving disputes, solving team problems, and understanding nonverbal cues.

Full results: https://share.indeedassessments.com/share_to_profile/bd5f755c2288c5fbfbd149cbcb1afebbeed53dc074545cb7

Administrative Support — Proficient

January 2020

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

Full results: https://share.indeedassessments.com/share_to_profile/c9d1b2c1fad18c4e986904c9e844eb63eed53dc074545cb7

Administrative Support Professional Fit — Proficient

May 2020

Measures the traits that are important for successful administrative support professionals.

Full results: <https://share.indeedassessments.com/attempts/40604563f4d2569bc5a713e014d6c57deed53dc074545cb7>

Written Communication — Proficient

January 2020

Best practices for writing, including grammar, style, clarity, and brevity.

Full results: <https://share.indeedassessments.com/attempts/f12f79c477f2555976f6702098f19853eed53dc074545cb7>

Verbal Communication — Highly Proficient

May 2020

Speaking clearly, correctly, and concisely.

Full results: https://share.indeedassessments.com/share_to_profile/2a111dee066529c199158848f945bbd4eed53dc074545cb7

Supervisory Skills: Motivating & Assessing Employees — Highly Proficient

May 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: https://share.indeedassessments.com/share_to_profile/13993f47a9f0cb38775244f20553701feed53dc074545cb7

Working with MS Word Documents — Highly Proficient

May 2020

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

Full results: https://share.indeedassessments.com/share_to_profile/d3d37b9424196652a0a9ba025d899d58eed53dc074545cb7

Data Entry — Highly Proficient

May 2020

Entering data quickly and accurately.

Full results: https://share.indeedassessments.com/share_to_profile/e24e7166c1f18f927912860b2d5d2fa7

Work Style: Reliability — Highly Proficient

May 2020

Tendency to be dependable and come to work.

Full results: https://share.indeedassessments.com/share_to_profile/86827af4dcfca91d78cb885c314d84a4eed53dc074545cb7

Work Style: Conscientiousness — Proficient

May 2020

Tendency to be well-organized, rule-abiding, and hard-working.

Full results: <https://share.indeedassessments.com/attempts/9f39777a3130aefbf258c425778f6345>

Call Center Customer Service — Proficient

May 2020

Applying customer service skills in a call center setting.

Full results: https://share.indeedassessments.com/share_to_profile/6aa3b1f9e364d5d057e913f86832753d

Workplace English — Expert

May 2020

Understanding spoken and written English in work situations.

Full results: https://share.indeedassessments.com/share_to_profile/d5cf127f5b26a3599d0a55ea1bd570ceed53dc074545cb7

Bartending — Proficient

May 2020

Understanding, pouring, and mixing drink orders.

Full results: https://share.indeedassessments.com/share_to_profile/4ab859ee9c4357dd3a9f0f5d99093218eed53dc074545cb7

Administrative Support — Proficient

May 2020

Using basic scheduling and organizational skills in an office setting.

Full results: https://share.indeedassessments.com/share_to_profile/7c0eb0355b14c5adc2e2abce00acf47ceed53dc074545cb7

Orthodontic Back office assistant — Highly Proficient

May 2020

Tendency to be dependable and come to work.

Full results: https://share.indeedassessments.com/share_to_profile/38d7f8712b7bae3621dd27e4086950aeced53dc074545cb7

Sales: Influence & Negotiation — Highly Proficient

May 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: https://share.indeedassessments.com/share_to_profile/c0b26fd0161b938bfb483cbacc612e5deed53dc074545cb7

Accounting Skills: Bookkeeping — Proficient

May 2020

Calculating and determining the accuracy of financial data.

Full results: https://share.indeedassessments.com/share_to_profile/bcfd9e3f19406cdad0cf30dab65612c0eed53dc074545cb7

Office Manager — Proficient

May 2020

Scheduling and budgeting.

Full results: https://share.indeedassessments.com/share_to_profile/4d6b8fbb0a0ff5b5d897d42987271fb1eed53dc074545cb7

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