

Demia M. Flageolle

(720) 705-9051

Objective: To obtain a challenging position that would allow me to use the skills in customer service and data entry that I already have and provide me the opportunity to learn and grow new skills. I have 15+ years combined experience in data-entry, customer service, clerical and cash handling. I know 10-key by touch with 14,000 KPH and type 60+ WPM. I am proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook, Publisher, Access & SharePoint). I am dependable, a quick learner and a self-motivator.

Experience:

I have been self employed as a nanny since March of 2014. In that time I have worked for several families who have children ranging from newborn to teenagers. I am also a mother of three amazing children Mari who is 22, Paige is 19 and my son Christopher who is 14. I also became a first time Grandma in February when my granddaughter was born!

State of Colorado

Adams County Probation Department
Westminster/Broomfield, CO.

July 2011-February 2014
Support Services

Duties Include:

Working effectively between Broomfield Court and the Probation Department

Answering a multiline phone system

Responding to all Emails in a timely manner

Became a Department Mentor in 2011

Caseload Auditing and Research

Training of co-workers

Covering other assignments as needed

Processing monthly warrant checks

Keeping accurate records of home visits

Maintaining Client records using Excel spreadsheets

Auditing Deportations/AWO/Pending Court Files on a daily basis

Worked with very little supervision

Processed general mailbox voicemails several times throughout the day

File preparation, record pulling, sending client packets to area detention facilities,

communicating with other outside agencies when requesting client records, obtaining the right

Release of Information/Authorizations from clients for records

Sapp Brothers Travel Center
Commerce City, CO

June 2007-March 2011
Cashier/Shift Supervisor

Duties Include:

Processing Fuel/Gas Transactions
Problem Solving & Researching Customer Disputes
Corrections/Drive Offs
Cash Handling/Balancing
Answering a Multiline Telephone System
Data-Entry
Customer Service
Training New Cashiers
Managing Fuel Desk Swing Shift

Natural Health Labs
Lakewood, CO

Dec 2006-June 2007
Customer Service/Data Entry

Duties Include:

Answering multiline phone system
Processing credit card payments
Contacting customers regarding billing, payment or product disputes, research on lost/incorrect orders
Checking Emails and responding in a timely manner
Returning voicemails
Shipping, product preparation and label making

Boulder Valley Credit Union
Boulder, CO

Nov 2004-Nov 2005
Teller

Duties Included:

Deposits, Withdrawals and Check Cashing
Balancing Cash Drawers Daily
Savings Bonds and Negotiable Instruments
Servicing of ATM
Processing Night Drop Bags/Envelopes
Training New Tellers
Providing Members Access to Safety Deposit Boxes
Auditing

Wells Fargo Bank
Denver, CO

May 2004-Oct 2004
Customer Service Rep

Duties Included:

Inbound Call Center

Problem Solve Customer's Disputes and Provide An Appropriate Solution

Initiate Fee Reversals

Process Fraud Claims and Restraints

Handle Requests For Account Research

Change Account Types and Account Information As Required

Initiate Check Orders and New/Replacement ATM/Check cards

Close Accounts

TCF National Bank
Northglenn, CO

Aug 2003-March 2004
Teller

Duties Included:

Deposits, Withdrawals and Check Cashing

Balancing Cash Drawers Daily

Opening New Accounts

Savings Bonds and Negotiable Instruments

Servicing of ATM

Processing Night Drop Bags/Envelopes

Training New Tellers

Auditing

Wells Fargo Bank
Boulder, CO

August 2000-April 2002
Lead Teller

Duties Included: Teller duties as listed above.

Promoted to Lead Teller in October 2001 when duties also included:

Daily Supervision of Tellers

Maintaining a Balanced Vault

Performing Buys between Tellers and Denver Vault

Scheduling Teller Hours

Performing Weekly, Monthly and Quarterly Audits

Adams County Family YMCA
Northglenn, CO

December 1997-Aug 2000
Bookkeeper

Duties Included:

Front Desk Operations

Customer Service

Data Entry

Billing

Collections

Processing daily bank deposits

Balancing Accounts

Training of Front Desk Employees