

Donna Roberts

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EXPERIENCE

Rise broadband Internet Services, Loveland, CO— Chat Team Specialist

July 2014 - March 2017

Duties:

- Billing agent Processed payment, closed accounts and applied credits
- Worked in all aspects of customer service including technical support
- Create work tickets and schedule repair calls

Center Partners, Fort Collins, CO — Senior Account Representative

November 2011 - October 2013

Duties:

- Managing all aspects of customer accounts
- Customer service

American Heating and Air Conditioning, Fort Collins, CO — Office Manager

August 2010 - November 2011

Duties:

- Filing, data entry, answering phones
- Processed payment, made bank entries and deposits
- Processed invoices against paid work orders

Four Queens Hotel and Casino, Las Vegas, NV — Food and Beverage and Inventory Control Clerk

July 2006 - March 2010

Duties:

- Process purchase order against received product
- Maintained all auditing records
- Prepared invoices for accounts payable
- Physical Inventories of all products in warehouse

Excalibur Hotel and Casino, Las Vegas, NV — Key Control Clerk

December 1999 - April 2005

Duties:

SKILLS

Microsoft Office, AS400/JD
Edwards, 10 key by touch, multi
line phone skills

- Verified all food and hotel products requisitioned from various departments
- Full inventories monthly of warehouse contents
- Entering all product received into the system
- Preparing invoices for payment
- Costing the recipes per portion

Riviera Hotel and Casino, Las Vegas, NV — *Food and Beverage Auditor*

September 1991- February 1998

Duties:

- Audited all, food bars, hotel and gift shops
- Prepared Daily Revenue reports for CEO and CFO
- Processed Daily cage reports and banquet revenue.