

# Ebony Stone

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To obtain a position with your company that would allow me to expand my knowledge and experience in the workforce. I am a dependable and honest person that would be a great asset to your company. I am a fast learner who can multi-task and make sure the job gets done. I work well with others and also independently.

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

AMERICAN DISPOSAL SERVICES - Commerce City, CO  
February 2018 to Present

Answer phones in call center, help customers regarding missed trash and recycle, schedule special pick ups and take payments for customers accounts.

### **Customer Service Representative**

Tigers Global Logistics - Aurora, CO  
July 2017 to January 2018

Communicate with clients about order input and cuts that need to be made to orders that we can not fill. Answer phones, work with the shipping department on outgoing orders. Rout and schedule shipments. Data entry, assist management with administrative duties.

### **Dispatcher and Customer Service Representative**

Response Team 1 Property Restoration and Renovation - Denver, CO  
June 2016 to July 2017

Answered phones in office to take orders from clients to set up appointments for carpet cleaning and restoration emergency's. Such as floods and other apartment emergency's. Also dispatched the carpet cleaning techs to stops and properties that were scheduled for the day. Made sure that properties were aware of schedule mishaps. Also billing and invoicing, entered in payroll.

### **Student Information Specialist**

Zenith - Thornton, CO  
September 2013 to June 2015

#### Responsibilities

Answered calls in call center environment, Helped students take the next step in getting enrolled in college. Also transferred potential students to the admission reps after getting all the correct information from the student and entering it in to the system to pass on to the admission department.

#### Skills Used

Computer skills proficient in excel, word, Microsoft, and Outlook.

## **Collections Representative**

South West Credit Services - Westminster, CO

June 2012 to August 2013

### Responsibilities

Called customer to collect debts that were owed to our clients. Collected payments, answered phones out bound and in bound calls. As well as calls came in on the automatic dialer.

Had to reach a goal each month for dollars collected.

## **Customer service clerk**

King Soopers - Commerce City, CO

October 2005 to June 2012

Worked the customer service desk as well as cashier and bakery. Worked with customers face to face daily cashed checks answered phones. Used cash register to check customers out and handled large amounts of cash.

## Education

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Colorado State High School - Denver, CO

2006 to 2007

## Skills

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Excel (10+ years), Data Entry (10+ years), Billing (Less than 1 year)