

Elizabeth O'Briant

Thornton, CO 80229

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303-547-4284

I am looking to further develop my Accounts Receivable skills. I enjoy working with Customers in delivering satisfaction to their needs and providing any help to them or others as needed. Have great communication skills over the phone and via e-mail. I am used to working in a high call volume atmosphere along with good customer relation, organization, time management and computer skills.

Authorized to work in the US for any employer

Work Experience

Customer Service Representative/ Invoicing Specialist

Redi Carpet Sales - Denver, CO

July 2015 to March 2020

80239

Responsibilities include: Front line of Customer Service. Answering phones. Enter Customer orders. Needed to be in constant communication between all departments within the company, such as Sales, Warehouse, Purchasing, and Management. Research and resolve as needed any Customer concerns in a timely manner. All to the Customer's satisfaction along with following company guidelines. Maintain any daily reports as well as some Customer filing.

*In July 2019 was transferred to the Invoicing Specialist position. Here I was responsible for Invoicing Customer jobs, providing Customers with Accounts Receivable information and collecting payments as requested. I was also required to pay Subcontractor wages on a weekly basis.

Customer Service Representative

Arbor Contract Carpet - Denver, CO

May 2012 to April 2015

80239

Responsibilities include: Front line of Customer Service. Answering phones. Enter Customer orders. Liaison between all departments within the company, such as Sales, Warehouse and Purchasing. Resolve and research as needed any Customer issues in a timely manner, to the Customer's satisfaction along with following company guidelines. Maintain daily reports as well as all Customer files.

Accounts Receivable Manager

Community Interiors Inc - Denver, CO

February 2009 to May 2012

80222

Responsibilities include: Complete daily Customer invoicing. Receive, research, and apply any Customer Credits as needed. Receive Customer payments and make deposits as needed. Call

Customers regarding any past due amounts, and work on payment arrangements if needed. Evaluate new Customer credit accounts and set credit limits as advised by Supervisor. Maintain daily reports, Customer files and any AR policies and procedures as needed.

Customer Service Representative

Community Interiors Inc - Denver, CO

June 2004 to February 2009

80222

Responsibilities include: Answering Customer calls. Entering Customer orders via phone, fax or email.. Research and resolve any customer issues in a timely manner. Maintain Customer job report, as well as daily Technician report. Constant communication with all department within the company such as Sales and Warehouse.

Education

Diploma

Abraham Lincoln High School - Denver, CO

June 1990

Skills

- General computer skills including Microsoft Word, Excel and Outlook
- Communication including verbal and written via phone and email
- Organization/Time management
- Research/Problem solving
- Work well as an individual or along with a team
- Able to work under time restraints and meet deadlines
- Maintain a high degree of confidentiality as needed
- Accounts Receivable
- Customer Service
- Order Entry