

Gretchen Franzen

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PROFESSIONAL SUMMARY

- Attention to detail Flexible Team player
- Filing and data archiving Quick learner
- Advanced clerical knowledge Data Entry
- Professional phone etiquette

WORK HISTORY

Overnight Freight/Receiving Team Feb 2019 - Current

Home Depot - 16420 Washington St, Thornton, CO 80023

- First 2 hours are spent unloading freight trucks.
- The remaining of the night the freight is dispersed throughout store and stocked.

Stay at Home mom Sept
2017- Feb 2019

Administrative Assistant/Customer Service Representative

Scaled Agile - 5400 Airport Blvd Suite 300 Boulder Co 80301 July 2016 -
Sept 2017

- Emailed 70+ emails regarding inquires about the Company, regarding accounts and forwarding to correct departments.
- Answered calls throughout the day, resolving issues and questions regarding client accounts.
- Accompanied quick meetings regarding our work as well as strategizing for the following week.

Customer Service Representative/Admin Assistant

LONGMONT DAIRY FARM- 920 Coffman St Longmont Co 80504
04/2016

01/2008 -

- Answered 50+ calls per day by addressing customer inquiries, solving problems and providing new product information.
- Processed an average of 50 daily invoices and billed renewed invoices to clients. As well as online and phone payments.
- Earned management trust by opening office daily, working alone prior to office hours. Served as key holder/cash handler for daily bank deposits.
- Described product to customers and accurately explained details and care of merchandise.
- Communicated with vendors regarding deliveries made to office and or the plant. Received and documented incoming shipments.
- Politely assisted customers in person, via phone and email.
- Provided an elevated customer experience to generate a loyal clientele.
- Handled daily heavy flow of paperwork and billing/invoicing problems.
- Developed reputation as an efficient service provider with high levels of clients.
- Directed calls to appropriate individuals and department.
- Investigated and resolved customer inquiries and complaints in a timely and empathic manner.

PARTY AMERICA- Hover St Longmont Co
05/2008

09/2006 -

- Operated a cash register for cash, checks, and credit card transactions.
- Stocked and replenished merchandise according to store merchandising layout.
- Priced merchandise, stocked shelves and took inventory of supplies.
- Cleaned and organized the store, including the checkout desks and displays.
- Alerted customer on upcoming sales events and promotions.
- Completed all point of sale opening and closing procedures. Including counting the contents of the cash register.
- Handling all customer relations issues in a gracious manner and in

accordance with company policies.

- Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.

EDUCATION

High School Diploma - Skyline High School - Longmont Colorado

Attended York Christian College - York Nebraska - Incomplete