

## CAROL J. HEAGNEY

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### SUMMARY

Administrative professional with a proven record of exceeding expectations. Proficient in clerical and organizational duties with attention to detail and accuracy. Possess effective communication and interpersonal skills with a positive, friendly and proactive attitude. Ability to learn quickly and prioritize tasks in order to complete projects on time. A dedicated and dependable team player that has the ability to work with little supervision.

### RELEVANT WORK EXPERIENCE

#### SEARS HOME IMPROVEMENT PRODUCTS Denver, CO

Sept. 1996- June 2013

District Administrator/Sales Administrative Assistant

- Supported management, production and sales teams, finalizing customer satisfaction
- Greeted and assisted both internal and external customers
- Answered 14 phone lines, and assisted both internal and external customers with status and financing of their projects via the Customer Business Report system (CBR)
- Resolved all outstanding customer financial issues with the necessary departments
- Handled Accounts Receivable by forwarding customer's checks to corporate to ensure proper funding on a daily basis
- Handled all new employee paperwork and assisted in their training of all policies and procedures
- Data entry of job proposals and materials/equipment via the Sales Force Automation System (SFA) and an Oracle based database system to insure proper installation, inventory control and sales rep commission payout
- Responsible for promptly paying subcontractors with automated system per company policies
- Distributed mail to proper departments
- Set up and maintained all business equipment and office supplies via corporate purchasing procedures
- Processed and shipped replacement parts and pieces of customer orders

### SELECTED SKILLS

- Administrative/Clerical: Experienced in handling mailing duties, correspondence, maintaining records, greeting customers, and servicing customer accounts. MS Office: Word, Excel, PowerPoint, Outlook.
- Data Entry: Ability to compile, sort, and enter proposals and materials for proper installation and inventory control, into oracle based database system, Customer Business Reports (CBR) and Sales Force Automation systems
- Organization: Ability to prioritize tasks to meet deadlines
- Communication: Adept in situations requiring accurate communication with management and/or clients and customers. Solid multi-line phone and problem solving skills.
- Listening: Able to make effective decisions based on executive, managerial, and/or customer needs.
- Team Player: Capable of utilizing multiple resources in order to achieve a common goal.

### ACHIEVEMENTS AND AWARDS

- ⇒ Multiple awards for District Administrator of the Month and the Quarter for the Region
- ⇒ Winner of the King of the Hill Incentive and Overall Contest for the Region
- ⇒ Multiple awards for Most Improved District Administrator in the company
- ⇒ Multiple awards for Winning the Simonton Window Contest
- ⇒ Earned and participated in the Incentive Cruise to the Caribbean
- ⇒ Earned 2<sup>nd</sup> Place in Regional Incentive Trip Poster Contest
- ⇒ Awarded Employee of the month
- ⇒ Received Excellent Customer Service Award

### **FORMAL EDUCATION:**

Humboldt Institute, Minneapolis, MN: Graduated  
Secretarial and International Airline Travel

Aurora College, Aurora, IL  
Liberal Arts

Boulder High School, Boulder, CO: Graduated  
General Studies

### **ONGOING TRAINING:**

**State of Colorado**, Basic Excel I and II, Basic Power Point,  
**Denver Free University**, MicroSoft Office (Word, Excel, Outlook)

### **SPECIAL INTERESTS:**

Member of American Business Women's Association, Arvada Chamber of Commerce, fundraising, volunteering in the community, running my own small side business, card making, scrapbooking.