

Heather Fox

Owner/Operator - MOTO MOMMA CREATIONS

Loveland, CO 80537

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Hardworking, dedicated, fast learner looking to obtain a full time position in the Customer Service/Accounting/Business Management field. I am an extremely organized person and enjoy problem solving. Work well within a team setting and independently. I always strive to learn more and advance my skills.

Authorized to work in the US for any employer

WORK EXPERIENCE

Owner/Operator

MOTO MOMMA CREATIONS - 2014-07 - Present

Operate all aspects of business Facebook/Etsy/Paypal accounts. Help customers work out details of their orders. Track down and order more cost efficient supplies. Sew customer items using a variety of different sewing machines. Track all purchases and enter them into accounting program. Prepare yearend tax reports and file federal and state taxes, as well as local sales tax.

Sales Representative

- 2014-07 - 2014-08

Sales Rep: Responsible for opening and closing the store independently as well as performing daily cleaning tasks. Greeting customers, providing customer service which includes helping with sizing and ringing up orders. Processed incoming orders, including reconciling order to purchase order, checking products for damages and preparing them for sale.

Office Assistant: Answering phones, filing, bank statement/credit card statement and daily sales reconciliation, data entry, creating new office forms as needed, assisting Operations Manager with other miscellaneous office duties.

Sales Representative/Office Assistant

HEART - Silverdale, WA - 2009-10 - 2010-12

Account Representative

ADVANTAGE IQ - Spokane, WA - 2006-10 - 2009-06

Create and maintain strong client relationships. Set up sites, accounts and process supplier changes to ensure accurate data. Maintain accurate general ledger codes, vendor codes and other file related data. Coordinate and negotiate with utility personnel as needed to resolve billing issues, misapplied or missing payments, previous balances and to negotiate various waivers. Use cost and consumption reports to ensure resolution of any data. Assist client with any questions pertaining to utility accounts. Organize, prioritize and use time management tools to ensure proper follow-up is completed. Served as back up to other account representatives during vacation and absences. Participated in client conference calls and visits.

Administrative Assistant

CLEARWATER SUMMIT GROUP INC - Spokane, WA - 2006-03 - 2006-10

Created billing invoices, assisted with payroll functions and general ledger entries, prepared and made bank deposits, managed incoming and outgoing mail, assisted owner with preparing documents, answered multi-line phone system and routed calls to appropriate personnel, ordered office supplies, kept office space organized,

filed miscellaneous paperwork, contacted clients regarding outstanding balances, requested utility locates as necessary for landscape projects and managed licensing on fleet vehicles.

Customer Financial Service Representative

VERIZON WIRELESS - N Charleston, SC - 2005-10 - 2006-01

Responsible for contacting customers with outstanding balances, attempt to collect payment and bring account to a current status. Assisted customers with making payment arrangements to either restore services or prevent services from being interrupted. Processed payments via phone using debit/credit cards and ACH.

Assistant Office Manager/Retail Sales Associate

LANE STANTON VANCE LUMBER CO - San Marcos, CA - 2002-08 - 2005-02

Managed all incoming forms of payments, reconciled daily sales to payments received, researched and resolved discrepancies, prepared and made all deposits. Was liaison between corporate office and local office. Managed in house petty cash account. Collected employee payroll hours and submitted to corporate office for processing. Processed monthly inventory counts and assisted with shipping and receiving. Handled all miscellaneous office functions, such as filing, ordering office supplies and keeping office and customer service area organized and clean. Occasionally made deliveries to customers and picked up special orders from vendors. Contacted customers regarding outstanding accounts and returned checks. Assisted customers with sales orders and ordering special items. Trained and supervised all new office employees.

EDUCATION

Associates in Arts in Accounting and Business

Olympic Community College - Bremerton, WA
2012-06

SKILLS

customer service, RECEPTIONIST, Retail, Retail Sales

ADDITIONAL INFORMATION

Key Skills

- Financial Collections
- Customer Service
- Typing (50+ wpm) & 10-key
- Shipping & Receiving

- Microsoft Office Package
- Records Organization
- Data Entry
- Accounts Payable

- Retail Sales
- Multi-line Phone Systems
- Accounts Receivable