

Jill Wirthlin Tyrrell

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1784 Long Shadow Drive, Windsor, CO 80550

PROFESSIONAL EXPERIENCE

Customer Service Manager

[Alliance Exposition Services – Paeonian Springs, VA/Remote Worker \(July 2013 – August 2020\)](#)

- Provided high quality customer service maintaining a “go the extra mile” mindset.
- Performed administrative assistant and clerical tasks duties for department director.
- Extensive use of Microsoft Office software, Excel, Adobe, DropBox, Gmail and Google Drive and experience with Microsoft Teams and PowerPoint.
- Maintained exceptional level of organization throughout tradeshow process.
- Communicated respectfully with customers with a positive attitude through face-to-face and virtual communication.
- Possessed exemplary planning and time management skills with attention to details.
- Provided clear correspondence to customers regarding their orders, refunds and concerns via phone calls and emails.
- Lead team in providing all aspects of customer support and cooperated with colleagues as a team player to provide exceptional customer satisfaction.
- Comprehensive experience in event and project planning from start to finish, simultaneously managing multiple trade shows in various points of production, while meeting critical deadlines.
- Capable of working independently at remote home office and being an independent decision-maker.

Administrative Assistant

[The LDS Church, Public Affairs Department – Salt Lake City, UT \(June 1997 – March 1, 1999\)](#)

- Provided administrative support directly to Media Director and Media Relations Department.
- Performed extensive office management responsibilities including computer, phone, voicemail, email, filing and copier needs.
- Used clear, concise, grammatically correct language for correspondence with department director and media contacts.
- Fielded calls from media contacts with the ability to treat confidential information with discretion.
- Maintained calendar for department director and support staff.
- Demonstrated strong organization skills, workload prioritization, and effective time management.

Certified Group Fitness Instructor

[Various Gyms in Salt Lake City Area/Fit In The City – Papillion, NE \(August 1996 – March 2015\)](#)

- Energetic group fitness instructor with a passion for providing safe and effective exercise routines for clients.
- Committed, loyal and dependable instructor providing services to multiple gyms, recreation centers and corporate gyms.
- Certified in ACE and AFFA through March 2015.

EDUCATION

Bachelor of Science, Speech Language Pathology

[Brigham Young University – Provo, Utah \(August 1991 – May 1995\)](#)