

# Kayla Burback

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719-419-0534

## Work Experience

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### **Penske Truck Leasing Service Admin**

Penske

August 2019 to December 2019

Answering calls

- Assigning techs work
- Checking in trucks
- Ordering and receiving parts
- Setting schedules for techs each shift
- Time management
- Scheduling pMs

American auto shield: March 2019-august 2019

- Inbound outbound calls
- Payments
- Order parts
- Call repair facilities
- Denie or approve warranty

### **Administrative Assistant**

J and K Installations

2015 to 2019

Handling of all Customer accounts

- Scheduling jobs
- Estimates on jobs
- Book keeping
- Marketing

### **Customer Service**

Alliance Data

2013 to 2015

Multi line phone calls

- Computer data
- Collection calls
- Making appropriate changes to accounts in computer

### **Customer Service**

Cash Handling

2010 to 2013

## Collections

- Processing orders for supplies
- Inbound/outbound calls
- Setting up appointments
- Working two locations
- Entering info into the computer
- Qualifications for loan
- Filling paper work
- Creating files

## Education

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### **High school Diploma**

Sky view Academy

August 2006 to May 2010

## Skills

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- Bookkeeping
- Cold Calling
- Microsoft Outlook
- Multi-line Phone Systems
- Powerpoint
- Front Desk
- Office Management
- Administrative Experience
- Documentation review
- Customer service
- Phone etiquette