

# Kayla Rusch

Greeley, CO

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With over ten years of experience in an office environment, I look to provide support to the office staff and a positive attitude.

## WORK EXPERIENCE

### **Accounting Coordinator/Receptionist**

Audit Logistics - Louisville, CO - 2016-01 - Present

- Answer calls and direct them to appropriate employee
- Greet visitors and clients
- Order office supplies and manage maintenance on office equipment
- Process over 2000 freight invoices per month with minimal errors
- Enter invoices into Quickbooks
- Archive old accounting paperwork
- File accounting documentation
- Help sort checks for the check weekly
- Open and distribute mail daily

### **Receptionist/Merchandising Assistant**

Hyde Park Jewelers - Denver, CO - 2014-03 - 2016-12

#### Responsibilities

Answer phones and direct caller to appropriate employee. Type insurance replacement documents for items customers purchase. Request new warranty cards for watches. Order supplies for the store. Send Monthly reports to executives. Sign customers up for the rewards program. Enter purchase orders for new watches.

#### Accomplishments

Always polite when customers call in. Always willing to help wherever I'm needed. Cut costs on supplies for the store. I was able to get Staples to lower our prices for toner.

#### Skills Used

Customer service is very important for this job. You have to be willing to listen and help customers with questions or concerns. I am courteous and always willing to go above and beyond what is expected of me.

### **Administrative Assistant**

Diversified Builders, Inc - Wheat Ridge, CO - 2013-07 - 2014-02

Answer 6 phone lines and transfer calls to 15 people in the office.

- Open and distribute mail as well as prepare outgoing mail.
- Verify employee's time cards in the field and in the office and enter time in the computer system and print paychecks.
- Fill out prequalification's for General Contractors.
- Scan, file, fax, order office supplies, and help proof read documents.
- Invoice entry.

### **Customer Service Representative**

Sorin Group USA Inc - 2012-03 - 2013-07

Input on average 80 orders per day via call center, fax, and email with a low error rate.

- Worked with over 45 sales representatives across the United States
- Guarantee a positive customer experience.
- Maintained routing guides for customers.
- Contacted carriers to ensure product was delivered in a timely manner.
- Handled customer returns and credits to their account.

### **Order Fulfillment Coordinator**

EnviroTech Services Inc - 2009-01 - 2012-03

Provide customer service for an average of 20 calls or more per day, answering customer inquiries, solving problems, and providing product information.

- Describe product quantity, pricing, and delivery expectations to customers in detail.
- Answer customer's questions regarding their invoices and account information.
- Responsible for charging customer's credit card for their purchase on a secure website.
- Responsible for scheduling a customer's order for delivery by contacting carriers to deliver loads in a timely manner.
- Developed reputations as an efficient service provider with high levels of accuracy.

### **Accounts Payable**

Weld County School District Six - 2005-01 - 2008-12

Input invoices in the AS400 system on a daily basis for payment.

- Balanced accounts at the end of each month and checked them for accuracy.
- Prepared a weekly check run.
- Successfully navigated Quick Books and the AS400 system daily.
- Accurately billed vendors.
- Spoke with office managers to answer questions on invoices.

## **EDUCATION**

Aims Community College

2005-08

### **High School Diploma**

Greeley West High School

2005-05