



VANESSA KELLEY

204 S. Joliet Cir
#2-205
Aurora CO, 80012

(303)437-4524
vkelly.1202@gmail.com

PROFILE

Strong background in Customer Service and high pressure situations that require speed, efficiency and accuracy. Ability to resolve situations quickly and effectively while maintaining a professional demeanor. Learns complicated skills rapidly and can apply newly taught information immediately.

EXPERIENCE

OFFICE MANAGER, A BETTER ROOFER; PARKER, CO — 2010 - 2011

Duties include scheduling estimates, jobs and subsequent inspections. Clearly communicating with estimators, roofing crews and suppliers through phone and email. Maintaining records of all calls, filing all written estimates appropriately and effectively working with customers to resolve any and all issues. Multitasking and Customer Service are the main priorities of this position.

DOMESTIC VIOLENCE SUPPORT STAFF, MARY SUE'S SAFE HAVEN; MT. AIRY NC — 2009 - 2010

Responsible for responding to Crisis Calls, intakes, evaluations and documentation of new residents; including entrance and exit interviews, disciplinary actions, medical incident reports, overseeing morning and evening chores and the keeping of a staff shelter log. Worked alone on all overnight shifts. Closely associated with the local Police Department and the North Carolina Coalition Against Domestic Violence (NCCADV). Attended regular NCCADV meetings and events. Gave additional support during weekly Shelter DV Education meetings and group therapy.

LEAD BOOK SALES, BORDERS BOOKSTORE; JACKSONVILLE, FL — 2003 - 2009

Actively sought out contacts within the community and school system. Provided excellent customer service and attended to all customer orders, stock inquiries, including locating out of print books as well as arranging appropriate discounts where applicable. Set up and manned booths for local book fairs. Demonstrated strong sales ability and professionalism.

EDUCATION

Cook Real Estate School; Jacksonville FL 2005

Rocky Mountain College of Art and Design; Denver CO 1999 - 2000

LGBT Domestic Violence Support Training; Greensboro, NC 2010

SKILLS

Experience in word processing, including MS Word and Pages as well as any basic office equipment (multi-line phones, faxes, copiers etc). Some additional knowledge of the programs contained in MS Office.

REFERRALS

Robert Kelley, Owner of A Better Roofer: (720)920-9327

Tamara Veit, Director of Mary Sue's Safe Haven: (366)786-7766

Julie Woods, Manager of Mary Sue's Safe Haven: (366)786-7766

Liza Peters, Manager at Borders Bookstore: (904)519-6500