

KRISTEN PEDERSON

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To gain employment as an administrative assistant, receptionist, or secretary.

EXPERIENCE

MAY 2018 - DECEMBER 2018

ADMINISTRATIVE ASSISTANT/SCHROEDER ROOFING & GUTTERS

Assisted the office manager and the scheduler in all aspects of the roofing and gutter business. Maintained the Excel spreadsheet and Access database which catalogues all customers from 2010 and beyond. Prepared files for new customers. Did accounts receivable and accounts payable using QuickBooks. First point of contact on the phones and first point of contact for customers who came into the office.

AUGUST 2014 – JANUARY 2015

CUSTOMER SERVICE AGENT/BARE ESSENTUALS, QUALFON

Assisted customers via incoming calls with their accounts with Bare Escentuals; processed orders for customers; assisted customers with questions regarding skin care and make up needs.

JANUARY 1997 – MAY 2008

ADMISSIONS COUNSELOR/ADMIN ASSISTANT, COLORADO STATE UNIVERSITY

Key responsibilities included being a phone admissions counselor for incoming and prospective students to CSU. Assisted students and parents with requirements needed to gain admission to the University and what was needed to complete their application.

Served on the Hiring/Training & Orientation Committee which was charged with training new hires and student employees to the Office of Admissions and helped determine new training policies

Helped create and maintain the Microsoft Access database for HB1244 which was the bill that allowed high school students to take courses at the University for dual credit.

Served on the Social Committee as treasurer which was charged with office morale and social events.

Worked on the office paraphernalia project which provided high school counselors with various items such as pendants, t-shirts, brochures and

other items to encourage students to attend CSU. The project was maintained on Microsoft Excel.

Coordinated ongoing training for Admissions employees through other offices to keep our employees apprised of ongoing changes within other offices of the University. This was in an effort to make sure we were giving prospective students the most current information available.

EDUCATION

MAY 1993

HIGH SCHOOL DIPLOMA, LOVELAND HIGH SCHOOL

Graduated with a 3.5 grade point average and was involved in cheerleading, drama, swimming, choir, musicals, All State Choir my senior year.

SKILLS

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| <ul style="list-style-type: none">● Microsoft Access, Excel and Power Point● Type 85 words per minute● Superior customer service skills | <ul style="list-style-type: none">● Phone skills on multiple lines● Organization● QuickBooks |
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ACTIVITIES

I have no official experience in the capacity of volunteer experience, however I care very much for the homeless population in Larimer County and Loveland in particular. I would love to be involved in some way to help make this issue less of a problem within our community.