

# Monique L. Maes

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## OBJECTIVE

To obtain a challenging position that will allow for advancement and professional growth.

## EXPERIENCE

May 2018– Present

*Designs By Sundown*

Littleton, CO

### Accounting Administrative Assistant

- Enter payroll for the maintenance division
- Process credit card payments per customer request
- Upload maintenance contracts and enhancements

Jul. 2014- May 2018

*Tolin Mechanical*

Denver, CO

### Lead Billing Specialist

- Supervise the Time and Material processes
- Utilize Great Plains to process invoices
- Train all new billing specialists
- Compile invoice information into various customer specific web portals
- Oversee and maintain work orders to be invoiced to ensure manageable quantities
- ~~Perform general ledger entries within Great Plains~~

May 2013- Aug. 2014

*Amy's Hallmark*

Westminster, CO

### Lead Sales Associate

- Trained, coached, and motivated associates to achieve daily sales goals by utilizing effective selling techniques
- Provided outstanding customer service with vast knowledge of product line and excellent communication skills
- Interviewed applicants and trained new associates to understand company policies and procedures
- Processed and received supplies/product
- ~~Operated business while store manager was away~~

June 2009- Jan. 2014

*Bath & Body Works*

Westminster, CO

### Assistant Manager

- Trained, coached, and motivated associates to achieve daily sales goals by utilizing effective selling techniques
- Provided outstanding customer service with vast knowledge of product line and excellent communication skills
- Assisted with staff schedules and trained new associates to understand company policies and procedures
- Analyzed business results from previous week and month and executed weekly and monthly business reports
- Processed and received supplies/product

### Sales Associate

- Provided outstanding customer service
- ~~Planned and executed monthly merchandise displays~~

Mar. 2012– June 2012

*Departures Vacation Agency*

Westminster, CO

### Receptionist

- Provided outstanding customer service and managed client database
- Received and relayed messages via telephone and email
- Prepared letters and documents for customers

## **EDUCATION**

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Aug 2007 - May 2011

*University of Colorado*

Denver, CO

**Bachelor of Arts- Psychology with minor in Sociology**

- Recipient of Urban Scholar Scholarship and Dean's List Scholar