

Marcy Mayhew

**CUSTOMER SERVICE /
ADMINISTRATION ASSISTANT/ HR**

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CAREER OBJECTIVE

Hardworking professional with experience in office administrative support, customer service and Human Resource Field. Highly organized and self-motivated with excellent communication and interpersonal skills. Demonstrated ability to prioritize tasks and meet deadlines to move your department forward and achieve team goals. I would like to share my seasoned work ethic and participate in new and different processes that will drive your company forward by sharing, good values and continued professionalism with your team. I work hard and have proven this by working my way up vertically in my career with Johnson Storage and Moving and am hoping to continue this with a new opportunity in this position.

SKILLS

- Administrative, Customer and Clerical Support
- File Management/ Scheduling/ Computer skills
- Employee Onboarding / Employee Separations / Garnishments / Payroll processing
- Knowledge of Paycom- HRIS Data Base Management System
- Critical Thinking and Problem-solving Skills
- Multi Line Phone System
- Microsoft Office/ Word/ Excel
- HR Policies/ I 9 Compliance / Electronic Record Keeping
- Mail sorting machine/ copier and fax/ scanner
- Moving Programs: Movers Suite, GP, Quotes to GO, United Van Lines Systems

EXPERIENCE

ADMIN/ CUSTOMER SERVICE/ COORDINATOR – Johnson Storage & Moving

Cheyenne, Wyoming, *May 2015 - October 2023*

- Full HR Support for a Multi State Company with over a 100 million in annual revenue.
- Performed continuous audits of HR Files I 9 compliance.
- Provided front office support by answering phones, filing, coordinating and dispatching crews, along with maintaining multiple Excel and Word documents.
- Provided customer support and used problem solving skills to resolve every day issues by maintaining compliance with internal departments and corresponding regulations and laws pertaining to the moving industry.
- Knowledge of general office equipment, software, and Multi-line phone systems.
- Tracked shipments from origin to destination using various tracking systems, coordinating with corresponding agents to facilitate the move process.
- Set up appointments for multiple Sales people managing calendars and move programs.

DRIVER PAYROLL CLERK – May Trucking Company

Brooks, Oregon, *March 1993 - May 2001*

- Verified accuracy of trip reports and other pay related documents prior to processing payroll.
- Answered drivers questions related to payroll to quickly resolve issues.
- Generated and distributed driver paychecks, operated mail sorter.
- Filing, auditing reports for mileage pay, calculating scales, toll and fuel reimbursements.
- Reconciled Comdata issues for drivers, and set up new accounts within Comdata for new employees.
- Answered multi-line switch board system.
- Ran Payroll every week on a AS400 system.
- Audited DOT Logs for drivers against the 70 hour rule and fuel stops.

EDUCATION

HIGH SCHOOL DIPLOMA

— **McNary High School**

Keizer Oregon,

GENERAL COURSE WORK

— **Chemeketa Community College**

Salem Oregon,

CERTIFICATIONS

- I 9 Compliance Course- Litter-Mendelson
- Cyber / Fraud Training
- Certified Move Coordinator - Uni-Group Core Systems
- Sexual Harassment Training for Managers

REFERENCES

References available upon request