

Margaret Humin

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Extensive customer service experience in restaurant, retail and construction. Strong problem solver with attention to detail. Quick learner who thrives in a fast paced environment.

Authorized to work in the US for any employer

Work Experience

Service Coordinator/Invoicing Coordinator/Sales Coordinator

Vaisala, Inc - Louisville, CO
December 2013 to Present

Responsible for all aspects of scheduling maintenance and repair for Automated Weather Observing Stations

(AWOS) and Road Weather Information Systems (RWIS).

- Service contract entry
 - Manage preventative maintenance service requests automatically generated from service contracts and coordinate scheduling with Field Service Engineers
 - Order, receive and transfer parts and inventory as needed for Field Service Engineers
 - Research components and part numbers using ATON
 - Work with sales team to provide quotes for parts and service to contracted customers
 - Billing and invoicing for repair and maintenance services as needed
 - Web invoicing through various SAP portals
 - Entering Government invoices for material, service and contracts through the Wide Area Work Flow (WAWF) and IRAPT web portals
- Converting quotes and purchase orders to Sales Orders

Sales and Customer Service

Mountain View Medical Supply - Arvada, CO
May 2010 to December 2013

Greeted and attended to the needs of customers seeking medical supplies and durable medical equipment in a retail setting.

- Conferred with customers by phone or in person to provide information about products or services
- Assisted customers with proper fitting of walkers, wheel chairs and lift chairs
- Collected information needed to set up new accounts
- Processed order for customer pick up or shipping
- Inventory control using Sage and Approach software

Store Manager

Youcan Toocan - Denver, CO
February 2007 to May 2010

All aspects of managing a retail store supplying aids for daily living for the elderly and disabled.

- Managed small staff, preparing work schedules and assigning specific duties
- Assisted customers and physical therapists with specialty products
- Maintained website and social media network
- Worked with warehouse manager to order, receive and price new merchandise
- Processed Medicare claims for electronic filing

- Scheduled and dispatched deliveries of special orders and Power lift chairs

Actively monitored inventory

Sales Coordinator

ATG Rehab - Lakewood, CO
August 2004 to February 2007

Customer service and document collection for insurance approval of Durable medical equipment

- Scheduled initial evaluation, final fitting and delivery of durable medical equipment such as power wheel chairs
- Attended to client's needs during their appointment with the rehab specialist
- Collected documentation from doctors and therapists need for insurance approval
- Data Entry

Administrative Assistant

Doors West - Brighton, CO
November 2000 to April 2004

General Administrative and Reception duties for a garage door and automatic gate company

- Heavy phones and customer service, which included troubleshooting over the phone
- Accounts receivable: posted daily deposits, collections
- Billing and end of month reconciliation using Quick Books
- Light dispatch for emergency repairs

SOFTWARE/SYSTEM SKILLS

Proficient in Microsoft Office, Sage Accounting Software, Oracle EBS and Quick Books

Education

Academy of Floral Design

Certifications/Licenses

First Aid CPR AED

February 2017 to February 2019

Additional Information

Worked with programs such as Quick Books, Sage Accounting, Oracle EBS and some exposure to SalesForce