

MARISSA R. CORDOVA

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Dedicated Customer Service Manager, Accounting Assistant and Office Administrator. I am motivated to maintain customer satisfaction with an Accounting/Administrative background. Seeking a position that will allow me to utilize my current skill set and acquire additional knowledge. I am looking for my next position to have longevity, growing with my next company is crucial to my search for a new position.

2021 - PRESENT

CORPORATE CUSTOMER SERVICE MANAGER, AMERICAN FURNITURE WAREHOUSE

- Inbound/Outbound calls
- Account audit, receive payments, apply credits, inter-company fund transfers, account reconciliations, & financing.
- Work closely with delivery and dispatch department
- Inventory
- Sales
- Interact with customers daily
- Maintain accurate records
- Set service appointments
- Attend all company meetings & trainings
- Usage of Salesforce, Storis & Microsoft suite

2020 – 2021

OFFICE/ACCOUNTING ASSISTANT, ENDURANCE ROOFING, LLC

- Daily customer interaction
- Accounts receivable/Accounts payable
- Data Entry
- Send and receive FedEx packages
- Inventory (office supplies, ladders, & materials)
- Material ordering, auditing & job costing
- Continuously prospect for new customers
- Lead generation, assignment & input
- Maintain and update customer account information
- Coordinate sales and promotions
- Usage of Jobprogress (LEAP), Interactive Hail Maps, & Microsoft suite
- Misc. duties assigned by manager daily

2018 – 2020

CASHIER/CONSUMABLES, TARGET CORPORATION

- Customer Service, customer interaction daily
- Oversee self-check out/Customer service desk
- Interact with customers that have filed complaints
- Work on returns and stock inventory
- Dispose of defective products
- Stock isles
- Use and manage pallets of remaining stock
- Handled cash/credit card payments

EDUCATION

2019

HIGH SCHOOL DIPLOMA, PATHWAYS HIGH SCHOOL

SPRING OF 2024

FRONT RANGE COMMUNITY COLLAGE

BACHELORS OF SCIENCE IN ACCOUNTING

START PRE REQUISITE CLASSES - 2024

SKILLS

- Basic office skills
- Documentation Skills
- Proficient in Microsoft Office Suite
- Basic QuickBooks understanding
- Communication
- Computer literate
- Teamwork
- Problem-solving
- Dependability
- Flexibility
- Organization
- Integrity
- Self-Discipline
- Accuracy
- Decision-making Skills
- Sales