

Melissa D. Smith

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Professional Experience

Lumos Custom Lighting, Denver, Co, United States

Office Manager/Customer Service Manager, June 2015 – Present

- Prepare and set up direct deposit of payroll for 14 employees.
- Process purchase orders, invoices, and set up payments.
- Receive, process, and deposit customer payments.
- Prepare financial reporting for owner and tax accountant.
- Process hiring paperwork and insurance paperwork for new employees.
- Communicate with customers to process order, invoice, and resolve issues.

First Commercial Bank, Highlands Ranch, Co, United States

Customer Service Representative/Teller, September 2012 – June 2015

- Greet customers and determine customer needs.
- Opening new accounts.
- Cash handling.
- Teller and customer service representative activities.
- Created and maintained various reports.
- Worked to create various pieces of marketing material.

Torrid: Hot Topic Inc, Littleton, Co, United States

Full Time Assistant Manager, June 2010- September 2012

- Greet customers and ascertain what each customer wants or needs.
- Recommend, select, and obtain merchandise based on customer needs and desires.
- Help customers try on or fit merchandise.
- Exchange merchandise for customers and accept returns.
- Direct and supervise employees engaged in sales or in performing services for customers.
- Open and close cash registers, performing tasks such as counting money, separating charge slips, coupons, and vouchers, balancing cash drawers, and making deposits.

Education

University of Phoenix, Phoenix, Arizona, United States

Associates of Art, Business, May 2011

Ashford University, Clinton, Iowa, United States

Bachelors in Business Administration, June 2015

Additional Skills

- Excellent Computer Knowledge: Microsoft Word; Excel; Power Point; Outlook; QuickBooks
- Excellent Communication Skills