

Mia Ryan

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Authorized to work in the US for any employer

Work Experience

Customer Experience Specialist

Hubbard Feeds - Remote
November 2020 to April 2021

Team Lead for western unit within the company's Customer Experience Team. Entering new orders (20+ per day), addressing customer questions, and scheduling pickup/deliveries for those correspondences. I also trained with learning and development to understand and take on new responsibilities weekly such as intracompany purchase orders, invoicing, and dispatching as well. This position was offered as a work from home job due to Covid 19. The remote department was no longer needed with new opportunity for employer to bring team back into the office.

Customer Service/Dispatch

Ranch-Way Feeds - Fort Collins, CO
September 2018 to February 2020

All responsibilities of running the order desk, truck scale, and scheduling all outbound loads. Answering phone calls, weighing in trucks, receiving and entering orders, and scheduling transportation. Working directly with customers to solve issues, and insure satisfaction with orders. Helping retail customers with transactions, and basic product knowledge. Order desk is the direct point for customer support and exceptional customer service is provided and received each time. Ranch-Way has a significant customer base and I have worked to memorize each client and their individual needs.

Receptionist/Administrative Assistant

Advanti Powersports - Mesa, AZ
April 2018 to July 2018

Filing paperwork, answering phones, checking on inventory orders, greeting customers, and managing in and out going service appointments. Some use of excel/dealer software for vehicle titles, registration, and invoice paperwork.

Sales Clerk

Jax Ranch and Home - Fort Collins, CO
November 2016 to May 2018

All tasks from greeting customers to loading out feed, as well as working the coffee bar. Providing excellent customer service, cashiering and helping customers find a certain product, completing returns and exchanges, and helping out in all departments as needed. Highly experienced in Celerant.

Boat Inspector at Horsetooth Reservoir

COLORADO PARKS AND WILDLIFE - Fort Collins, CO
April 2016 to November 2016

(Seasonal) Certified by CPW to complete Aquatic Nuisance Species inspections at the containment water location (Horsetooth Res). Job duties were greeting and inspecting up to 400 boats per day, Interaction with customers on a respectful and friendly level. Our main focus was education on ANS species and what the programs goals were, keeping a steady flow of customers coming in and out of the park, and decontaminating boats with suspected aquatic nuisance species.

Head Trainer

Clean Bees - Fort Collins, CO

April 2015 to April 2016

Various duties including interacting with clients daily on a professional level in their own homes, exceptional house cleaning in all areas including dusting, bathrooms, kitchens, floors and walls, et. Another responsibility was training new hires to be cleaners, answering any questions clients may have regarding billing, their service, scheduling of next visits, and an overview of the services we provide.

Education

High school diploma

Centennial High School - Fort Collins, CO

Skills

- Front Desk
- Reception
- Quickbooks
- Dispatch
- Excel
- Microsoft Office
- Scheduling
- Typing
- Microsoft Excel
- Communications
- Customer Service
- Order Entry
- Accounts Receivable
- Residential Cleaning
- Microsoft Outlook
- Data Entry
- Crisis management