

CONTACT

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QUALITIES

- Experienced
- Professional
- Diplomatic
- Hardworking
- Autonomous/self-starter

CORE EXPERIENCE

- Effective management/direction of **customer service**, including:
 - Administrative assistance
 - Performance tracking
 - Interviewing applicants
 - Personal development
 - Recruiting/retaining quality employees for powerful, integrated teams
 - Proficient in providing and training others for exceptional customer service
- Business development
- Conflict resolution
- Organizational management
- Board recruitment/management
- Collaboration

WORKPLACE SKILLS

- Excellent interpersonal and written communication skills
- Excellent customer service skills
- Exceptional organizational skills
- Highly adaptive and autonomous
- Outstanding ability to work with all professional levels and personalities

SOFTWARE SKILLS

- Excellent computer and IT skills for various billing systems including Samson, BPCS and Remedy
- Internet and email savvy
- Macintosh Platforms and PC Platforms
- Microsoft Office: Word, Excel, PowerPoint, Outlook

CAREER AND RELATED EXPERIENCE

Corestaff Services, Westminster, CO

Jun/12 to current

Administrative Assistant

- Process payroll each week for 100 employees
- Use social and professional networking sites to identify and source candidates
- Contact job seekers to explore possible employment opportunities
- Answer incoming calls and responds to questions with clarity and accuracy

Naropa University, Boulder, CO

Aug/11 to Dec/12

Undergraduate Admissions Counselor Intern

- Followed up with prospective students in regard to completing their admissions application
- Supported senior undergraduate admissions counselors' outreach and travel plans
- Attended college fairs with undergraduate admissions counselors
- Assisted with facilitating Naropa University Admissions events

Boys & Girls Clubs of Chaffee County, Salida, CO

Sept/10 to Aug/11

Executive Assistant/Receptionist

- Handled all incoming donor contributions and managed donor database
- Organized office supplies and main office
- Managed correspondence including communications with donors
- Offered assistance to all visitors and provided essential elements to help create loyal, satisfied guests

Fresh Produce Sportswear, Boulder, CO

Apr/08 to Mar/10

Key Account Specialist

- Responsible for daily administration of key account orders received via EDI, email or phone
- Implemented new order process that resulted in orders being entered in a more timely manner
- Commended for strong leadership skills, accuracy and dependability
- Cultivated positive and enduring relationships with customers

Nonviolence, Inc., Boulder, CO

Dec/06 to May/10

Collaborator (Volunteer and Member of the Board of Directors)

- Nonprofit 501(c)3 direction and collaboration
- Ongoing study of nonviolence, nonviolent communication, conflict resolution and business ethics
- Organizational development
- Fundraising

Sorin Group, Inc, Arvada, CO

Feb/05 to Apr/08

Customer Service Specialist

- Promoted to Tier 2 Customer Service Specialist
- Designed and implemented new process that improved order accuracy
- Commended for initiative, tenacity, persuasiveness, intense customer focus and dependability
- Became lead "go-to" person for new reps and one of the company's primary mentors/trainers of both new and established employees

T-Mobile, various locations

Apr/98 to Sept/04

Floor Supervisor

- Promoted to senior representative in first two years and then to floor supervisor within a year
- Coached team of 15 members to win "Tiki Award" for achieving highest overall results in call center
- Selected by management to oversee Advanced Billing Research and Web Correspondence team
- Created training module based on issuing credits and adjustments to customer accounts

EDUCATION

Bachelor of Arts, Peace Studies, Naropa University, Boulder, CO

Recipient of John W. Cobb Scholarship - 2012 / GPA: 3.85

Chosen to serve as Student Community Member on Dispute Resolution Committee – 2011 academic year