

# **Natosha L. Goodew**

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335 Emery Drive

Longmont, Co 80501

## **Professional Summary**

Dedicated individual with motivation to maintain customer satisfaction and contribute to company success.

## **Skill Highlights**

Strong organization skills, excellent communication skills, fast learner with a wide range of practical skills, courteous demeanor, multi-line phone usage, energetic work attitude, 70-75 wpm, 10 key, Data entry, Computer proficient

## **Work Experience**

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### **Account Manager / Sales Support**

June 2016 to May 2020

#### **Rocky Mountain Instruments**

Providing bids to existing and new customers for purchase of optical lenses. Maintaining current customer stock and release on blanket purchases orders in a timely manner. Providing status updates on existing orders. Processing 1-time purchase orders, blanket purchase orders and credit cards. Maintaining a stock log and working closely with production to ensure quality control and on time deliveries.

Provided sales support for 5 Sales Managers. Providing them with written quotes, pricing, and status reports on each order or order requests. Processing all paperwork and doing data entry for new and existing customers. Maintaining filing systems and ensuring documentations are complete and filed properly.

### **Customer Service Representative**

Dec 2012 to May 2016

#### **Hach / Prime Source – Loveland CO**

Processing purchase orders for a variety of products, verifying stock on items in warehouse, escalating calls to ensure orders are completed in a timely manner, working closely with co-workers and managers to meet metrics and goals. Placing phone order as well as assisting with status calls regarding delivery dates and backorder statuses.

### **Customer Service Representative**

August 2009 to June 2011

#### **IBM/ Manpower - Boulder, CO**

Review and monitor service tickets to ensure service was handled in a timely manner. Provide customer service for an average of 60 calls per day. Answering customer inquiries, solving problems, and meeting customers' expectations on service requests. Ability to work under strict deadlines and emergency call-outs.

### **Sales Associate**

January 2009 to August 2009

#### **Payless Shoe Source - Greeley, CO**

Greet customers entering the store to ascertain what each customer wanted or needed. Describe product to customers and accurately explained details and care of merchandise. Helped drive sales goals and achieve monthly quota figures. Organized store merchandise racks by size, style and color to promote visually appealing environment.

**Customer Service Representative**

August 2006 to January 2009

**Semperian (GMAC) - Greeley, CO**

Handling of daily heavy flow of paperwork and mail, distributed to the correct departments/teams. Manage wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently. Streamline new processes. Complete 100-150 credit applications daily on auto loans. Processing repossessions, transferring leased vehicles into loans, sending updated records regarding payments to all 3 major credit agencies.

**Education**

GED - CollegeAmerica

2011

**Ft Collins, CO.**

Front Range Community College

2011 - 2013

**Longmont, CO**

**References available upon request.**