
OBJECTIVE

WORK EXPERIENCE

HR and Billing Assistant

February 2019 - present

Alpine Autism Center | Colorado Springs, Colorado

Initiating new hire on boarding and doing background checks.

Customer Service Insurance Counselor

November 2014 - present

Connect for Health Colorado CO | Colorado Springs, Colorado

Healthcare Services

Helping Colorado residents get health coverage along with tax credits

Customer Service Representative

October 2011 - April 2014

Current Usa, Inc. | Colorado Springs, Colorado

Taking orders and helping customers with existing orders,

Collection Representative

June 2009 - October 2011

Firstsource | Colorado Springs, Colorado

Customer Service

July 2008 - December 2009

Mountain States Pipe & Supply | Colorado Springs, Colorado

Initiated customer contact regarding scheduling appointments

Took incoming calls from customers

Collector

March 2007 - April 2008

Ford Motor Credit | Colorado Springs, Colorado

Initiated customer contact regarding loan accounts
Arranged payment settlement options

Customer Service
June 2006 - May 2007
Deluxe Pinpoint | Colorado Springs, Colorado

Small Business Account Manager

Developed new business contacts
Maintained service to existing clients

Collection Representative
February 2002 - October 2006
Bank of America | Colorado Springs, Colorado

Customer Assistance Team Member

Made credit card collections for early stage and late customers.
Negotiated balances on accounts.

Billing and Payroll Administrator
March 1999 - October 2002
Resource Exchange | Colorado Springs, Colorado

Maintained time sheets for temporary personnel.
Prepared billing to clients using the services.
Performed various payroll duties.

Judgment Recovery Specialist
August 2001 - February 2002
E-Debt Management | Colorado Springs, Colorado

Performed services necessary to recover funds for clients.
Utilized a number of resources to locate and contact debtors.

Travel Reservation Contact
January 1996 - May 1999
Frequent Flyers. | Colorado Springs, Colorado

Award travel coordination for needs of clients.
Made comprehensive travel arrangements for Premier and Gold qualified customers.
Developed excellence in travel agent and airline reservations.

Quality Inspector
January 1994 - March 1995
Microtome Precision | Colorado Springs, Colorado

Assembled products and monitored quality of finished items.

Head Cashier
June 1989 - May 1994
Petsmart | Colorado Springs, Colorado

Had extensive customer contact in this position.
UPC Sign Specialist and Stock control.
Balanced cash registers
Assisted customers with decisions and concerns

EDUCATION

High School or equivalent,
August 1981 - May 1983

Wasson High School | Colorado Springs, Colorado

CERTIFICATION

Certificate:
April 1993
Charlie Brown School of Travel
Automated Travel Agent/Airline Training - 1996

SKILLS

Customer Care Expert
Taking orders and helping customers with existing orders

LANGUAGES

Englis Flue

h nt