

**Melissa Reinhardt**  
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### **SUMMARY OF QUALIFICATIONS**

Detail-oriented Sales and Customer Service professional with diverse experience in call center operations, loan document processing, and relationship building that provides customers with excellence in service to maintain an excellent product and service reputation. Demonstrated success in communicating with others and providing smart customer solutions. A truly flexible and productive multi-tasker who works effectively independently or with a team to meet project deadlines. Skilled in:

- File/Account Management
- Medical and Automotive claims
- Reporting/Account Reconciliation
- Business Writing / Document Creation
- Investigation/Research
- Processing Payments/Disbursements
- Data Entry
- Microsoft Excel, Word & PowerPoint

### **PROFESSIONAL EXPERIENCE**

**EVINE LIVE, EDEN PRAIRIE, MN**

**05/2015–07/2015**

**AT HOME ORDER CAPTURE AGENT**

Receive phone calls to take orders for customers.

- Listen and solve client and customer issues.
- Find the right products based on pricing for the client.
- Rate and bill the clients based on the product specifications.
- Update and generate confidential customer account information for accurate processing.
- Maintain excellent customer service for new and existing clients.

**VALLEY CARTAGE, EDEN PRAIRIE, MN**

**12/2013–01/2015**

**LOGISTICS SPECIALIST/ BILLING AND RATING SPECIALIST**

Receive and set up shipments for various customers and clients. Take inbound daily orders for shipments.

- Listen and solve client and customer issues.
- Find the right carriers based on pricing for the client.
- Rate and bill the clients based on the shipments specifications.
- Update and generate confidential customer account information for accurate processing.
- Maintain excellent customer service for new and existing clients.
- Schedule delivery appointments and guaranteed shipments for clients.

**EAGAN MONTESSORI / AMAZING BEGINNINGS, EAGAN/ INVER GROVE HEIGHTS, MN**

**06/2013 – 12/2013**

**TEACHER**

Plan and implement activities to meet the physical, emotional, intellectual and social needs of the children. Ensure the learning environment is clean and safe

- Comfort children and build children's esteem
- Observe children and make note of progress
- Fosters reasoning and problem solving through active exploration and increasing level of interaction
- Establish routines and provide positive guidance
- Assists and supervises children through all activities
- Accurately completes all classroom paperwork, including daily reports, accident reports and attendance records

**CUSTOMER CONTACT SERVICES, EDEN PRAIRIE, MN**

**03/2013 – 02/2014**

**CUSTOMER SERVICE SPECIALIST**

Receive and process phone calls from various customers and clients. Take Inbound messages and book reservations for several different clients.

- Listen and solve client and customer issues.
- Process Medical and Automotive insurance claims.
- Update and generate confidential customer account information for accurate processing.
- Maintain excellent customer service for new and existing clients.
- Set up and schedule medical procedures and appointments.
- Dispatch messages to several different clients.

**MARQUETTE TRANSPORTATION FINANCE, BLOOMINGTON, MN**

**10/2012-11/2012**

**DATA ENTRY SPECIALIST**

Processed trucking finance loan documents, correspondence, payments and disbursements. Researched and Investigated discrepancies and make recommendations to resolve differences that encourage smart customer solutions.

- Dispensed and Fostered loan documents to new and existing customers.
- Posted payments, refunds and disbursements to customers' accounts.
- Updated and generated confidential customer account information for accurate processing.
- Researched and compiled information and reports.
- Selected and prepared loan files for audit and review for auditors and internal staff.
- Organized materials created and maintained project files and updated file management system.

**THE WORK CONNECTION, HASTINGS, MN**

**8/2012-10/2012**

**GENERAL LABOR**

Work with staffing agent to find various types of employment in the labor industry. Maintained clean and sanitary working environment.

- Boxed honey and syrup products.
- Worked on various types of machines throughout the factory.
- Shipped products to customers.
- Cleaned work areas when the shift was ending.
- Picked up trash throughout factory and placed into the external dumpster.

**AMERICAN ACCOUNTS AND ADVISERS, Cottage Grove, MN**

**6/2010 – 7/2012**

**Loan Administrator**

Processed student educational loan documents, correspondence, payments and disbursements. Provided customer assistance via phone and email. Researched and investigated discrepancies and make recommendations to resolve differences that encourage smart customer solutions.

- Processed and distributed loan documents to new and existing customers.
- Posted payments, refunds and disbursements to customers' accounts.
- Updated and maintained confidential customer account information for accurate processing.
- Gathered and compiled information and reports for Senior Management.
- Selected and prepared loan files for audit and review for auditors and internal staff.
- Planned & coordinated employee meetings, training and special events.
- Maintained multi-budget management system to accurately track expenses, reconciled ledgers, updated credit card statements, processed financial transactions and report variances.
- Monitored grant tracking systems via Excel to consolidate and improve existing reporting process.

**JOURNEY'S SHOES, Maplewood, MN**

**10/2009 – 3/2010**

**Assistant Manager**

Assisted manager in daily store operations to meet sales goals through employee motivation and eye catching merchandising displays.

- Consistently met and exceeded sales goals and standards of performance.
- Provided customers with personalized service to meet customer needs.
- Assisted in recruiting, hiring, training and developing employees.
- Completed weekly staffing schedule.
- Directed and motivated employees to attain weekly sales goals.
- Recognized employees contributions and sales metrics
- Researched and resolved customer complaints and concerns.

**PEACE OF MIND ACADEMY, Woodbury, MN**

**11/2008 – 7/2009**

**Teacher's Assistant**

Planned and implemented daily program and lesson schedule under the direction of Lead Teacher for pre-school age children.

- Supervised and promoted activities designed to enhance healthy, emotional, intellectual, social and physical development of the classroom.
- Participated in ongoing educational and professional organizations to stay abreast of changes in program field.
- Followed procedures and documented as required by law.

**N. HAWG BAR & GRILL, Diamond Bluff, WI**

**4/2008 – 04/2012**

**Bartender/Server-Part-Time**

Provide excellence in service to patrons when serving food and spirits in a busy fast paced bar and grill.

- Assure quality customer service through regular interactions with patrons by maintaining a positive atmosphere and staying alert to patron's requests.
- Balance cash receipts.
- Stock inventory as needed and keep management informed of needs.
- Set up promotions and events to increase customer traffic.
- Utilize conflict resolution skills to diffuse problematic situations as needed.

**EDUCATION**

**B.A. Law and Society - Graduated 2007**  
Winona State University, Winona, MN  
Diploma

**PROFESSIONAL ACCOMPLISHMENTS**

Vice-President and Co-Founder of Winona State University Legal Society  
Self-Defense and Non-Violent Restraint Course Completions

**TECHNICAL SKILLS**

Microsoft Word, Excel, Access, PowerPoint & Outlook ▪ Adobe Acrobat ▪ Financial Software  
▪ Internet Search Engines ▪ E-Mail

Applicant Name: Melissa Reinhardt

Date: 9-8-15

Interviewer: Katie

1. How did you hear about Corporate Management Group? Ad? Referral?  
Indeed - 2nd Sanitation
2. Is that a mobile / Cell phone or lan line? Do you accept text messages?  
How about email? 657.428.7010 text; email
3. (+/-) What are your pay expectations? ( Make sure to explain our pay structure )  
\$10.00 ↑
4. (+/-) What shift(s) do you prefer to work? When are you available to start working?  
2nd shift
5. (+/-) Are you available to work weekends?  
Yes
6. (+/-) How do you plan to get to and from work?  
Car
7. (+/-) Tell me about what you did at ( Pick a previous position listed on application )?  
Money factory - Sanitation  
  - Why did you leave that position? = garbage
  - If relevant - Why were you terminated? temp position (spartan) - cleaned
8. (+/-) Have you ever made a mistake while at work?  
No  
How did you handle it?
9. (+/-) Has there been a time when there wasn't any or enough work to do at one of your previous positions? Yes  
What did you do? - Kept self busy cleaning/sweeping floors
10. (+/-) Do you currently have any limitations or restrictions that we should be aware when considering you for a position? If so, What? ( It does not eliminate them from opportunity we want to make the right match )  
No
11. Preparation 10
12. Comprehension 10

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