

# Cynthia Fresquez

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## Professional Summary

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Dynamic professional with over 2 years of administrative and customer service experience in office settings. Skilled in handling incoming calls, managing document filing, processing payments, and ordering office supplies. Proficient in Microsoft Office and attentive to detail, ensuring smooth front desk operations and efficient support in fast-paced environments.

## Work Experience

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### **Accounts Receivable**

Roto-Rooter Plumbing & Water Cleanup-Denver, CO

November 2024 to Present

- Answer incoming calls and direct inquiries to appropriate staff, ensuring a professional and courteous experience
- Welcome visitors and provide outstanding customer service in person and over the phone
- Process payments, including credit card transactions, and manage collections efficiently
- Order office supplies and maintain inventory to support daily operations
- Scan, file, and organize client documents and records for easy retrieval
- Collaborate with team members to support administrative tasks and maintain a well-organized office
- Distribute certified mail and process incoming and outgoing correspondence
- Utilize Microsoft Office products and AS400 software for data entry and document management
- Maintain attention to detail while reviewing contracts and handling sensitive information

### **Accounting/Administrative**

AIS Industrial and Construction Supply-Denver, CO

January 2023 to September 2024

- Answered multi-line phone systems and directed calls to appropriate departments
- Greeted and assisted incoming customers and visitors in a professional manner
- Processed payments, including credit card transactions, and managed accounts receivable and payable
- Ordered and maintained office supplies to ensure smooth office operations
- Scanned, filed, and organized client and vendor documents for accurate record-keeping
- Assisted with pulling orders and supported warehouse staff as needed
- Performed general office administration tasks, including updating customer and vendor accounts
- Utilized Microsoft Office products for correspondence, data entry, and document management
- Demonstrated strong attention to detail and organizational skills in a fast-paced environment

### **Caregiver**

Stay at Home Mom-Denver, CO

January 2017 to January 2023

During the years from 2017 to 2023, I devoted myself to raising my daughter until she was ready to start school full-time. It was a meaningful time filled with love and growth. I also had the privilege of caring for my grandmother during her later years until she passed away. Those experiences were deeply significant to me.

### **Commercial Driver**

AutoZone-Commerce City-CO

January 2015 to December 2017

- Communicated with professional accounts and processed orders accurately
- Delivered orders and assisted with pulling orders in the warehouse as needed
- Handled payments and account collections, including credit card transactions
- Assisted customers and resolved issues with professionalism and attention to detail
- Supported front-end operations, including stocking and maintaining a clean work environment

### **Customer Service Representative**

O'Reilly Auto Parts-Commerce City, CO

January 2014 to December 2015

- Managed incoming calls and directed them to appropriate staff or departments
- Provided customer service and assisted with commercial and retail tasks
- Handled cash, processed payments, and made bank runs as needed
- Ensured store was stocked, organized, and clean for daily operations
- Communicated with management regarding ongoing issues and store needs
- Supervised and supported a team of employees during shifts

### **Production Worker**

S & S Anodizing-Henderson, CO

January 2011 to December 2014

- Performed shipping and receiving duties, including labeling and tagging inventory
- Assisted in coordinating and pulling orders for processing in the warehouse
- Collaborated with team members to complete large orders efficiently
- Specialized in masking techniques and quality control for finished parts
- Maintained organized records and ensured accuracy in documentation

## Skills

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- Multi-line phone systems
- Customer service
- Microsoft Office
- Filing
- Data entry
- Organizational skills
- Attention to detail
- Office management
- Administrative experience
- Cash handling
- Inventory

- Typing
- Communication skills
- Office experience
- Sales