

Nancy Avila

Brighton, CO 80601

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Experienced office, admin & HR coordinator. Bilingual in English and Spanish. Seeking an opportunity to apply my skills & assist with scheduling, staffing and training.

Authorized to work in the US for any employer

Work Experience

Barista

Starbucks - Brighton, CO

September 2021 to Present

Barista/ Customer Support

Payroll and Benefits Specialist

Aurora Organic Dairy - Gill, CO

September 2017 to October 2018

- Assist with human resource duties. Including hiring, scheduling and payroll
- Create and maintain current and accurate Human Resource records and documentation.
- Educate associates on company benefits & assist with open enrollment
- Conduct new hire orientation
- Act as a resource for all other office needs

Office Coordinator

Home Water Solutions - Loveland, CO

October 2016 to June 2017

- Provide world class customer service to all customers that call in
- Provide follow up phone calls for existing customers on upgrades and new products
- Review resumes and set up interviews for new employees to be hired
- Send and receive all office mail
- Schedule installers to install new equipment in customers homes
- Ensure the office is always clean, organized and professional
- Organize, monitor, and order all office supplies
- Follow up with customers after installs to ensure they are 100% satisfied.
- Enter information into the system for all new hires.

Customer service, cashier, stocker

The Buckle - Prescott Valley, AZ

October 2015 to January 2016

- Provide world class customer service to every customer I came in contact with
- Educated customer on different brands of clothing to fit their needs
- Meet and exceed sales goals for high dollar jeans
- Processed new freight that arrived and stocked to the sales floor

- Assisted in total store re-set. Moved racks, shelves and product to fit new floor plans
- successfully ran a register daily with no longs or shorts
- Helped perform all opening and closing functions of the facility
- Used inventory systems to order, track sales and return goods

Personal Banker

Wells Fargo - Loveland, CO

February 2013 to May 2015

- Provide world class customer service to each customer I came in contact with
- Assisted customers with all forms of loan applications
- Analyzed credit opportunities for customers and worked with them on improving credit scores
- Helped run the teller lines when the branch was busy or short staffed
- Met sales goals of opening a set amount of new accounts each month
- performed all opening and closing duties of the branch
- process and submit paperwork, create and maintain organized files, identify and resolve discrepancies in records and files

Teller

Bank of the West - Grand Junction, CO

March 2013 to March 2014

Teller

Assisted customers with deposits, withdraws, opening accounts and all other needs

Assisted with ATM Deposits

Assisted with all opening and closing procedures for the branch

Assisted with the drive through customers

Manager

Peppys Coffee Shop - Fort Morgan, CO

January 2008 to May 2011

- Ensured world class customer service by creating a fun, positive work environment for employees
- Monitored sales and profit of the coffee shop
- Teach, train, and develop new employees
- prepare cash deposits for pickup
- Monitor supplies to ensure we always had the right amount to get the job done
- performed all opening and closing functions of the store

Education

General education classes

Colorado technical university

Graduated with honors, 2011

Fort Morgan Highschool

Skills

- Bilingual in English and Spanish (10+ years)

- Ability to multi-task and get several tasks done at once
- Great verbal and written communication skills
- Self motivator, can work with little supervision
- Data Entry (1 year)
- Filing
- Customer Service
- Receptionist
- Word
- MS Office
- training
- Human Resources
- Administrative Experience