

Rosalie Trujillo

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CAREER OBJECTIVE

Efficient professional with 25+ years of experience and a proven knowledge of accounts payable, accounts receivable, and back-office operations. Aiming to leverage my skills to successfully fill the Office role at your company.

EXPERIENCE

Radial, Inc, Customer Service Representative/Escalation Team *Jul 2022 - Jun 2023*

Elwood Staffing, Customer Service Representative for Radial *Nov 2020 – Jul 2022*

- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- Manage escalations relating to products or services, handle problem tickets, and provide feedback to upper management regarding customer issues.
- Resolve customers' service by performing activities such as exchanging merchandise, refunding money, or reshipping merchandise, take or enter orders, or obtain details of complaints.

RNR Supply, Inc, Office Manager *Jun 2014 - Jun 2019*

- Classify, record, and summarize numerical and financial data to compile and keep financial records, using journals and ledgers or computers.
- Compile statistical, financial, accounting or auditing reports and tables pertaining to such matters as cash receipts, expenditures, accounts payable and receivable, and profits and losses.
- Prepare bank deposits by compiling data from cashiers, verifying and balancing receipts, and sending cash, checks, or other forms of payment to banks.

RNR Supply, Inc, Office Assistant *Aug 2001 - Jun 2014*

- Operate telephone switchboard to answer, screen, or forward calls, providing information, taking messages, or scheduling appointments.
- Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.

SCHOOL

Poudre High School, Fort Collins, CO *High School Diploma* *Jun 2001*

ADDITIONAL SKILLS

- QuickBooks, Peachtree- I have over 18 years of experience working with these accounting programs.
- MS Office- Over 20 years working with MS programs.
- Excel-I have over 10 years working with Excel spreadsheets.