

Melina Saiti

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Objective:

I would like to obtain a secure position at your institution, where I can apply my skills and knowledge to help the business succeed, and make sure the customer always leaves satisfied. I want to better myself, my skills, and relationships, through learning and teaching experiences. I am a fast learner and a natural leader. I want to be able to achieve career and personal goals of management, self fulfillment, and beyond. I look forward to taking on any challenge, and make every obstacle a positive learning experience.

Education:

Boulder Technical Education Center; Boulder, Co. 80303

1 Year Certificate in Banking / Accounting - Spring 2006

SKILLS

- ★ Languages: Some French, some Spanish, and fluent Bosnian
- ★ IE 6, 7, 8, VPN
- ★ MS. WORD, EXCEL, Power Point, Quick Books, Windows XP, VISTA,
- ★ Customer Service
- ★ Knowledge of Corporate Phone Systems
- ★ Stock Analysis
- ★ Sales / Data Entry
- ★ Office/ Administration
- ★ Project Coordination/Management

PROFICIENCIES

- ★ Customer Service -Sales and Administrative
- ★ MS Office Applications /Windows Software
- ★ Sharp Audit Machine / Money Management
- ★ Corporate Telephone System

Arapahoe Ridge High; Boulder, Co. 80303

General High School Diploma - June 2007

Front Range Community College; Longmont, CO 80027

2 semesters towards an Associate in Business Degree – May 2009

Experience:

Supersign Inc. Boulder, CO 80303

Administrative/Sales Associate - February 2008 to December 2008

- ★ Dealt and met with prospective customers to explain details of merchandise offered.
- ★ Took pictures and measurements of areas, created hard and computer files of customer and vendor information.
- ★ Quoted prices, persuaded customers to buy using prepared sales talk, created estimates and invoices.
- ★ Filing, answering phones with multiple lines, keeping office supplies in stock, messages, appointments, scheduling, inventory, and provided great customer service.

I Have A Dream Foundation, Boulder, CO 80301

Board of Directors/ Administrative Assistant/Volunteer Coordinator- June 2009-Present

- ★ General admin; phones, email, customer/employee services, trained new employees.
- ★ Recruited, trained, scheduled and paid volunteers/ tutors. Coordinated payment/ finances with CU student employment.
- ★ Processed applications, screenings, references, and created files/spreadsheets and updated database information.
- ★ Assisted with any special events/projects- Grant writing, Speech writing- speaker at board meetings.
- ★ Assist in adoption of new classes, committees, and events.
- ★ Assist in decision making for the overall organization and functions.
- ★ Assist in promotion of organization and recruitment of sponsors.

IBM/ CCI, Boulder CO 80304

Contractor/ Technical Support Agent - June 2009-July 2010.

- ★ Use of corporate phone systems; followed specific/documented procedures.
- ★ Project Team: Review, thoroughly troubleshoot, and resolve problem tickets within a queue.
- ★ Dealt with technical terminology; software and hardware issues for Best Buy systems.
- ★ Dealt with customers, level 2 support, corporate employees, and systems.
- ★ Data entry through specific ticketing process/procedures utilizing IBM software and applications.
- ★ Looked up issues in database and would troubleshoot computers/ issues according to documentation, system knowledge, and problem solving skills.
- ★ Reset user passwords, accounts, vpn, and air cards. Addressed: software, recovery, connection, server, network, reinstallation, hardware and many other issues with Best Buy and their corporate and retail network.

Cricket/ Lingo Wireless

Sales Representative/Customer service – October 2010 – Present

- ★ Outstanding customer service skills, bilingual and educational.
- ★ Informational/communication specialist on all latest products/software.
- ★ Daily problem solving and following up with corporate and customer issues.
- ★ Programming and fixing cell phone and computer issues.
- ★ Money management, closing, auditing.

Activities:

- ★ Habitat for Humanity
- ★ Humane Society Volunteer
- ★ I Have a Dream Foundation
- ★ FBLA (Future Business Leaders of America)

References:

- ★ Bill Hayes; President, Supersign Inc; 303-447-1101
- ★ Francisco Mejias, PC, IHAD; 303-875-0260
- ★ Lori Canova, CEO, IHAD; 303-669-8831
- ★ Graham Chogen, Manager, Lingo Wireless; 720-422-8020