

Sarah Buss

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Skills and Capabilities:

- Exceptional organization and time management skills
- Proficient using Microsoft Office Suite: Word, Excel, PowerPoint
- Ability to create and maintain relationships with customers and coworkers
- Excellent communication skills, both written and oral
- Detail oriented and productive individual
- Persistence when analyzing and solving problems to achieve goals
- Knowledgeable of computers and adept at learning new software

Education:

Metropolitan State University of Denver, *August 2016 to December 2019*

Bachelor of Environmental Science with Concentration in Water Management and Hydrologic Sciences
GPA 3.9

Work Experience:

Administrative Assistant: Bold Lead Designs

April 2021-Current

- Provide customer service by answering phone calls and responding to emails
- Schedule appointments for client visits
- Manage projects and ensure that they are completed on time
- Responsible for updating the website with current information and new products
- Work closely with the office manager on various other projects
- Prepare meeting materials and assist in scheduling/running meetings
- Ensure website is up to date with new products and pricing
- Continual work on the website to improve user experience and SEO
- Responsible for the creation of Standard Operating Procedure documentation
- Communicate effectively with everyone in the office to ensure everyone is on the same page
- Utilize QuickBooks for creating invoices, recording transactions, and bookkeeping tasks including monthly bank statement reconciliation for multiple accounts
- Learning various bookkeeping tasks with the goal of being the primary person for bookkeeping
- Process new online orders by entering orders into QuickBooks and sending confirmation emails
- Perform quality control checks on items and orders
- Package and ship orders when needed
- Process returns/exchanges/repairs/warranties
- Utilize PayPal and Stripe when taking payments or issuing refunds
- Use problem solving skills for customer service-related issues
- Make sure that orders are sent out on time
- Assist workshop crew with various tasks, including making items

Owner & Woodworker: Interlocked

August 2020-December 2021

- Design and build custom wood items
- Website creation and management for Interlocked
- Responsible for the processing and shipment of orders
- Perform marketing tasks via social media, online ads, and outreach to local businesses
- Use of various software such as QuickBooks and PayPal to manage finances, create invoices, and enter sales information
- Coordinate with customers to create custom items

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- Manage and organize schedule to achieve weekly goals and tasks
- Daily utilization of woodworking skills including creating drawings, using drawings and precise measurements to build items, use of equipment including miter saw, table saw, planer, hand drill, drill press, router, jigsaw, and more
- Experience wearing proper PPE to ensure safety while working

Program Specialist/ Horticulture Assistant: City of Aurora- Aurora Water

May 2019 to August 2019 (internship); July 2020 to November 2020

- Perform various daily tasks to maintain the Aurora Water-wise Garden including but not limited to: Weeding, watering, planting, mowing, pruning, fencing, hardscaping, pathway/trail creation and maintenance, mulching
 - Utilize Integrated Weed Management (IPM) plan via biological, chemical, and mechanical practices
 - Follow plan to address invasive plant species in the garden
- Work with a team to complete several projects, both small and large scale
- Identify issues with irrigation and repair irrigation lines
- Complete tasks in outdoor setting in various weather conditions
- Organize tasks for volunteers and provide assistance to volunteers as needed
- Talk with garden guests about water conservation and water-wise plants
- Research various topics such as: water-wise plants, regionally native plants, new gardening techniques
- Learn to identify plants in the garden by scientific name
- Practice creating and drawing plans for xeriscape garden spaces
- Order and pickup supplies needed for garden projects

Technical Support Specialist; AdvanceWare, Inc.

November 2013 to July 2020

- Provide customer service by aiding customers with questions and resolving software related issues
 - Communicate with customers via multiple platforms such as phone, online chat, and email
 - Responsible for organizing all incoming support requests and ensuring each issue is resolved in a timely manner
 - Utilization of Salesforce for logging cases and new solutions to cases
 - Experience using remote support software to access customer computers, allowing for prompt troubleshooting and quick resolution of technical issues
- Maintain the company website and create user portals
- Create necessary software to help the business satisfy customer needs
- Utilize technical writing skills to develop and update clear help topics
- Experience installing Microsoft SQL Server Express and troubleshooting related issues
- Daily utilization of Microsoft Office applications (Outlook, OneNote, Teams)
- Create new cloud-based databases for customers via Azure online
 - Create user logins for new databases using SQL Server Management Studio
- Assist in basic network setup for sharing databases
- Database management for company information, including data entry and data transfer projects