

Sara Michelle Stephens

Northglenn, CO 80234

Main Phone: 720-427-3776 ● E-Mail: Sara.Stephens92@gmail.com

Summary: Proactive service/administrative professional with 10 years of experience. Excellent communication, attention to detail and organizational skills, Independent Problem-solving skills

EMPLOYMENT

Labor Works

Production Specialist. Henderson, CO 10/2019-11/2020

- Operate in a team-based environment to ensure the quality of propane cylinders by refilling, re-valving, requalifying, packaging, and storing of propane cylinders accurately X% of the time
- Clean every tank thoroughly by preparing for leak-testing and safety inspection in a timely manner.
- Frequent lifting and stacking of 40-pound cylinders.
- work environment was an outdoor work environment with varying temperature conditions.
- Operated hydraulic machinery

Exela Technologies

Admin assistant Denver, CO 02/2019-8/2019

- Conference room setup/break downs, covering front desk, setting up workstations
- Lift heavy boxes, files or paper when needed
- Maintain the highest levels of customer care while demonstrating a friendly and cooperative attitude
- Handle time-sensitive material like confidential, urgent packages
- Perform other tasks as assigned

The Employment Firm inc. Westminster, CO

Staffing Coordinator/ Recruiter (contract 1 month) 10/18-11/19

- Builds applicant sources by researching and contacting community services, colleges, employment agencies, recruiters, media, and internet sites.
- providing organization information, opportunities, and benefits; making presentations; maintaining rapport.
- Determines applicant requirements by studying job description and job qualifications.
- Attracts applicants by placing job advertisements, contacting recruiters, using newsgroups and job sites.
- Determines applicant qualifications by interviewing applicants; analyzing responses; verifying references; comparing qualifications to job requirements.
- Arranges management interviews by coordinating schedules; arranges travel, lodging, and meals; escorting applicant to interviews; arranging community tours.

CTG. Boulder, CO

Service desk 10/2017-05/2018

- Provide technical assistance for user questions/issues on Windows 7, 8, and 10 and Microsoft Office

- Assist in configuring **Apple mobile devices** such as iPhones and iPads.
- Resolve computer problems
- Install and perform minor repairs to computers and peripheral equipment
- Maintain records of daily hardware installations
- Update/create documentation and processes

Kaiser Permanente. Denver, CO

Service associate (Temp)3-month contract starting 6/17-9/17

- Handled large volumes of calls 55-120 per day
- Worked with proprietary databases, MS Office, Epic and with multiple screens
- Entered and updated data
- Scheduled medical, vision, obgyn appointments for Kaiser patients.

Anthem, Inc. Denver, CO

Health Program Representative 2013–2016

- Provided superior customer service; inbound and outbound calls
- Exceeded scorecard expectations
- Worked with proprietary databases, MS Office and with multiple screens
- Handled large call volumes and escalated complex calls
- Entered and updated data
- Trained and mentored new hires; assisted in new hire classroom training

BT Conferencing

Westminster, CO *Collaboration Specialist* (Temp) 01/2013-07/2013

- Handled large volumes of conference calls
- Provided troubleshooting assistance for clients
- Worked with databases and general office equipment
- Coached, trained and led a team

Turbo Tax

Boulder, CO *Tech Support* (seasonal) 2012–2013

- Handled large volumes of conference calls
- Led a team of 10
- Provided outstanding customer service
- Maintained an excellent score card

EDUCATION

College America - GED

2011

SKILLS:

- Customer Service, Data Entry, Retail Sales, Technical Support, Multi-Line Phones, Cashier, Conferencing, Faxing & Filing, Packaging, Training, Databases, Housekeeping, Creating and Maintaining Relationships

- Proficient in Microsoft Office – Word, Excel, PowerPoint, Outlook and Access