

Tavah Kovari

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213 Edgewood Dr., Loveland, CO 80538

Professional Summary

Obtain a position where I would be able to maximize my skills and abilities for the company as well as myself. I always carry high energy, which brings me the confidence to accomplish my tasks/goals accordingly, accurately, and promptly. This allows me to lead effectively while always learning and growing.

Skills

- Order processing
- Organization and recordkeeping
- Product and service knowledge
- Customer service excellence
- Process transactions
- Member account management
- Microsoft Office
- Problem-solving
- Multitasking
- Coordinate schedules
- Employee training and development
- Team building and leadership
- Systems implementation

Education

Centennial High School

330 E. Laurel St.

Fort Collins, CO

Diploma - General Studies April 2004

IBMC

3842 S. Mason St.

Fort Collins, CO

Associates Degree - Medical Assisting January 2007

Experience

Press One

Customer Service Agent, September 2020 - February 2021

- Processed payments on new accounts, existing accounts and took late payments.
- Re-delivered newspapers when customers didn't receive one.
- Processed vacation stop and start delivery
- Created new accounts and updated existing accounts.
- Handled tier 1,2 and 3.

Aspen Meadow Veterinary Clinic

Customer Service Rep, May 2018-December 2018

- Performed administrative support functions such as processing payments and reconciling accounts.
- Greeted customers, repeated orders back to customers accurately, provided samples, and completed transactions.
- Collaborated well with team members to carry out daily assignments and achieve team targets.
- Filed records to keep system efficient and information organized.
- Managed communications between team members, customers and vendors to keep operations efficient and successful.

Walgreens

Pharmacy Technician, August 2017-May 2018

- Developed strong relationships with valued customers to cultivate customer loyalty.
- Performed duties as assigned by the Pharmacy Manager, Staff Pharmacist, and Store Manager, including utilizing pharmacy systems to enter patient and drug information.
- Resolved customer issues and answered questions to ensure a positive customer experience.
- Helped the pharmacy department with inventory processes to ensure a smooth process flow and customer experiences.
- Reported prescription errors to Pharmacists on duty and adhered to company policies and procedures.
- Assisted customers and patients by offering information on goods and services.
- Filled prescriptions by retrieving, counting, and pouring pharmaceutical drugs, verifying medicine correctness and checking for possible interactions.
- Verified written and electronic orders to prevent errors maintain the optimal

security for all pharmacy drugs.

The Pelley Group with Moloney Securities

Client Services Manager & Office Manager, June 2016-February 2017

- January 2017 Position required me to ensure the office operations run smoothly while simultaneously providing superior client service through diligent and detailed follow up, and maintenance of client account information, handling incoming phone calls, inquiries, and directing client concerns appropriately.
- This position involved direct contact with clients and served as a critical resource to the Advisors.
- In addition to client services I was responsible for preparing Advisors for client reviews by coordinating schedules, meetings, and generating documents.
- Another primary purpose of this role is to ensure new client accounts are properly structured through gathering of documents including product information and ensuring that all documents are completed in their entirety.
- This position required professionalism, superior organizational skills, and the ability to multi-task, effectively prioritize assignments and tasks, while ensuring Firm records are maintained.
- As Office Manager I was responsible for providing administrative support to ensure that Advisors maximize their time interfacing with clients and prospective clients.
- Daily responsibilities include, but are not limited to, client contact, marketing, problem solving, paperwork processing, CRM maintenance and other software management, and office/organizational oversight.

Peak Pro Financial

Admin & Annuity New Business Coordinator, February 2015-June 2016

- June 2016 Position required me to handle licensing and contracting for new agents, follow up on assigned workload to admin staff, running illustrations for life and annuities, ensuring policy issuance and delivery, and making calls on behalf of the Sales Team.
- I assist with email blasts, webinars, special projects, department overflow and managed Annuity application processing and follow up.

5 Arch Code Compliance

Tax & Lien Specialist, March 2014-January 2015

- Collecting taxes on the properties, sending checks and credit card information for searches, calling utility companies and checking to see if any money is owed (and whether the property or current account holder would be responsible.) I would register properties for New Jersey, California, New York, and Florida.
- Then I would enter all the data we had collected into the computer for easy access when we needed to build a packet for the client.

Otterbox

OtterCares Lead Ambassador, Backup Lead, and Table Captain, December 2011-September 2014

- Managing 160 people in the configuration department. Making sure I had all the orders for the day pulled and ready, checking quality, pulling pallets, and picking product for the tables when we were short, or product didn't meet standards.
- I would set up different events in the community to help raise money for different non-profit organizations, set up volunteer opportunities for my full-time employees, and managed a small group of employees to oversee different functions with OtterCares.
- As a Table Captain I would manage the configuration tables product was built on.
- Making sure the employees were building the phone cases correctly, packaging correctly, quality on the product was met, and checked to make sure each order was built in a timely manner.