

Terri Youngern

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Education: Bachelor of Science, University of North Dakota, Grand Forks, North Dakota
Computer Skills: MS Office Suite, Quick Books, Internet Online Research

Job History:

Park Hyatt Beaver Creek

136 E. Thomas Place, Avon, CO 81620

Communications/PBX Operator/Receptionist

Responsible for answering all incoming and outgoing phone calls to and within the Park Hyatt Hotel. Routed all calls quickly and efficiently to departments and individuals, providing introductory reason for each call. First point of contact for hotel guest inquiries, Reservations, Concierge staff and Beaver Creek Resort information. Worked closely with all departments to assist with completion of guest requests, questions and concerns. Detailed/troubleshooting of computer guest reservations, data entry for guest billing, guest folios and Accounts Payable.

Senn Visciano Canges, P.C.

1700 Lincoln St., Denver, CO 80203

Front Desk Coordinator/Receptionist

Responsible for answering and routing all incoming phone calls for firm attorneys and office staff. Relayed client messages to legal assistants and attorneys, returned calls and corresponded messages to clients. Greeted clients and guests at the front desk, assisting them with meeting arrangements and introduction to attorneys. Coordinated 4 conference room schedules, for 28 attorneys, provided conference room set-up and disassemble. Processed client new matters, new file openings and conflicts checks with WinVantage and ProLaw computer programs. Maintained client information in data base and processed all client status, address and relevant information changes.

IDPaspinline Specialty Marketing Sales

651 NW Enterprise Drive, Port St. Lucie, FL 34986

Administrative Assistant/Bookkeeper

Provided first point of business contact for clients and prospective customers. Assisted customers, answered questions regarding product lines, design, pricing quotes and delivery timelines. Using Quickbooks software, provided accurate set-up of all customer files, client billing, A/P and A/R. Collected data from vendors across the country to provide quotes and accurate pricing for customer orders. Experienced with internet and e-mail software to initiate and place orders to overseas factories and suppliers. Assisted with month end reports to warehouses and factories to track shipping, receiving and inventory. Acted as liaison between customers and factories, to ensure design specifications, monitor timelines and follow customer orders from initiation through to completion.

Cain & Firley, CPA's

55 E. Osceola Street, Stuart, FL 34994

Receptionist/Administrative Assistant

Greeted clients, answered phone lines, messaging, scheduled client appointments and maintained reception area. Set-up client control sheets and files for initial CPA/client meeting and to begin tax return process. Assembled all client tax returns and prepared corresponding client invoices, packaged returns for mail-out. Responsible for scanning all incoming documents, setup for clear scans, label, file and forward to appropriate parties. Tracked CPA time sheets, responsible for data entry into Timeslips in order to generate billing reports. Provided QuickBooks data entry for client accounts, including A/R, A/P and bank reconciliations. In charge of filing system, initiation and maintenance of confidential, corporate and client files.