

# Tia Ternes

Ault, CO

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Authorized to work in the US for any employer

## Work Experience

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### **Account Manager**

Zephyr - Loveland, CO

July 2021 to Present

Enter, track, and manage orders beginning with design through product shipment, review and request graphics for custom products, and maintain working product knowledge. Responsible for managing and working with 20+ sales representatives, as well as collaborating successfully with multiple departments including warehouse, customer service, and other outside vendors. High profile customer accounts include Fanatics, Dick's Sporting Goods, NCAA, NHL, NBA, and various corporate accounts. Proficient use of Microsoft Access, Excel, and Outlook daily, and well as consistent use of office equipment such as fax machines, copiers, printers, etc. Experience in CRM software such as Salesforce.

### **Pharmacy Technician**

Walgreens - Windsor, CO

November 2020 to July 2021

Maintain appropriate knowledge of medications and their usage, medication stock/orders and returns, fill prescriptions in line with patient needs and quota requirements, and offer pharmacist consultation and basic patient assistance when required. Operation of POS system, pharmacy records system, and basic office equipment.

### **Server**

The Tavern at St Michael's - Greeley, CO

August 2019 to June 2020

Taking and entering food and drink orders, stocking and inventory checks, cash handling and POS system use, opening and closing the building as scheduled, and responsible for training new hires.

### **Fulfillment Consultant I**

ADP - Fort Collins, CO

June 2018 to August 2019

Processing background checks for pre-employment, including but not limited to MVRs, criminal history, bankruptcies, and OIG licensure. Consistent communication with city, county, state and federal courts via email, telephone, and fax. Maintained accuracy over 98% throughout tenure and consistently exceeded minimum quotas.

## Education

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### **Associate in Psychology**

Aims Community College - Greeley, CO

August 2017 to August 2020

## Skills

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- Customer Service (7 years)
- Office Experience (3 years)
- QuickBooks
- Microsoft Office
- Project management
- Account Management
- Microsoft Access
- Order Entry
- CRM Software
- Databases (3 years)

## Additional Information

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Named on the Aims Community College President's List for academics for the 2017-2018 academic year, as well as fall semester 2019. Graduated with high honors Summer 2020.