

Tiffany Boner

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Work Experience

Parts /Receptionist/Entry Level Service Advisor

PERSONAL EXPERIENCE - Loveland, CO
October 2018 to June 2020

I took on the position of a CSR and moved my way up to Office Manager. Then proceeded to take on other positions of the business. I took care of AR/AP, ordered parts, time cards, check-in customers & vehicles for repair, Also detailed cars upon completion if it was needed. I am capable of writing an estimate to get it in for repairs and can follow insurance guidelines.

Receptionist/ Parts Department

Fry's Auto Care - Fort Collins, CO
June 2017 to April 2018

I was given the opportunity to develop and maintain the parts department, along with the inventory at the shop. I worked closely with the outside accountant in managing the Profit and Loss statements and Accounts Receivables. I was able to refine the office organizational system to include the ability to track Fleet accounts and maintain Enterprise Fleet accounts electronically. After vehicles were initially diagnosed, my responsibility was also to order all necessary parts to complete the repairs in a timely manner.

Dispatcher/Front Desk

Big Al's Towing & Recovery - Cheyenne, WY
February 2015 to June 2017

In this role I handle Dispatching for 10 tow truck drivers along with various account Responsibilities. On average we do 30-40 tows a day. I maintain daily balance sheets for reconciliation between the motorclubs. We have numerous vehicles that I put thru the Lien Sale Process. I have gained knowledge about the vehicle Insurance companies and how the process works.

Farm Hand- Seasonal

Schnorr Farms - Fort Collins, CO
June 2013 to November 2014

I held various responsibilities in this role. I was in the office doing chemical logs for OSHA. I drove many different tractors and maintained 1,000 acres with 8 pivots. I worked on the fall harvest crew around the clock along with weighing in the trucks.

Administrative Assistant- Seasonal

Campus Crest - Fort Collins, CO
October 2012 to April 2013

In the position I held, I tracked all of the incoming material, emails and sub-contractors. I managed all of the safety meetings and made sure that everyone is up to OSHA

Standards. I uploaded daily requirements to SharePoint.

Assistant Manager

Staples Loveland, Co - Loveland, CO
April 2007 to February 2012

Education

GED in management

Poudre High School Fort Collins - Fort Collins, CO
January 2001

Skills

- Farming
- Tow Truck
- Automotive Repair
- Mechanic Experience
- Detailing

Assessments

Verbal Communication — Proficient

August 2020

Speaking clearly, correctly, and concisely.

Full results: [Proficient](#)

Customer Service — Proficient

May 2020

Identifying and resolving common customer issues.

Full results: [Proficient](#)

Scheduling — Proficient

August 2020

Measures a candidate's ability to cross-reference agendas and itineraries to avoid conflicts when creating schedules.

Full results: [Proficient](#)

Call Center Customer Service — Highly Proficient

August 2020

Applying customer service skills in a call center setting.

Full results: [Highly Proficient](#)

Customer Service Fit — Proficient

August 2020

Measures the traits that are important for high-quality customer service.

Full results: [Proficient](#)

Administrative Support Professional Fit — Familiar

August 2020

Measures the traits that are important for successful administrative support professionals.

Full results: [Familiar](#)

Customer Focus & Orientation — Highly Proficient

November 2020

Responding to customer situations with sensitivity.

Full results: [Highly Proficient](#)

Sales Skills — Proficient

May 2020

Persuading reluctant customers to buy products or services, and influencing and negotiating with customers to meet sales goals.

Full results: [Proficient](#)

Administrative Assistant/Receptionist — Familiar

May 2020

Using basic scheduling and organizational skills in an office setting.

Full results: [Familiar](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.