

Heather M. Wilson  
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**Objective:**

To obtain an entry level position with a company where I can utilize my strong customer service, organizational, and data entry skills.

**Experience:**

Discount Forklift Brokers (Denver, CO)

March 2012-March 2013 (Quit)

Receptionist/Accounts Payable/Dispatch

Greeting customers; Customer service; Answering multiple phone lines; Writing e-mails on Outlook Live; Sort and distribute incoming sales leads; Pay bills and issue checks via Quick books; Sort and stamp outgoing mail; Completing inventory on Excel; Create invoices and entering customer information on Quick books; Contacting customers to verify personal and/or missing information; Completing gross profits; Work with different freight companies to transport forklifts throughout the country; Create freight confirmations on Word; Complying with OSHA Standards; Forklift certification; Organizing and maintain a pleasant work environment.

Amici's Italian Restaurant (Westminster, CO)

August 2011-January 2012 (Laid off)

Server and Hostess

Serving guests; Greeting customers; Customer service; Point-of-sale; Assisting to-go customers; Various cleaning and organizational duties.

Promotech; An inventive Health Company (Louisville, CO)

March 2011-June 2011 (Laid off)

Call Center Representative and Data Entry

Entering patient information on Excel/Word; Verification of Doctor SLN; Contacting patients and/or doctors to verify prescriptions; Quality assurance with patient file and information.

Fossil Retail Store (Westminster, CO)

July 2010-February 2011 (Laid off)

Sales Associate

Customer service; Point-of-sale; Completing inventory; Arranging floor set ups; Assisting customers during shopping experience including up selling; Organizational and maintain pleasant shopping environment.

Cost Cutters Hair Salon (Lafayette, CO)

October 2007-February 2008 (Laid off)

Receptionist

Customer service; Point-of-sale; Answering phones; Scheduling appointments; Maintaining cleanliness of hair stylist stations; Stocking; Organizational and cleaning duties as needed.

**Education:**

Erie High School (Erie, CO)

Diploma – August 2007 - May 2009

Front Range Community College (Westminster, CO)

Educational Coursework – August 2010 – November 2013

Medical Assisting – January 2014 – Current

**Skills and Attributes:**

Customer Service

Computer programs (Quick books, Excel, Word)

Extremely organized and able to multi task

Considered a people person and manage phone conversation with utmost professionalism

**References:**

Daniel Rogers – Air Traffic Control Specialist (303)883.9354

Kelly Gallegos – Operations Manager (303)902.4141

Jorge Cruze – I.T. Manager (970)673.7898