

Amelia Forkel

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1315 Westwood Drive Windsor Co, 80550

Skills

- Professional telephone skills
- Take pride in achieving all goals given to me and set by myself
- Experienced computer skills including window 8.1 and 10
- Great Customer relation skills
- Cleanroom procedures/ Microchip processing

Administration Experience

- Written and Verbal communication skills, Can handle multi phone lines
- General office procedural knowledge, Scheduling appointments and breaks for employees
- Ability to make travel arrangements
- Knowledgeably in using internet and Microsoft office programs
- Able to manage large projects for multiple accounts
- Real Estate/ Title data entry processing

Customer Care Specialist

- Answered up to 90 calls a day and helped customer with any issues they had with their services
- Have helped in training new hire and teaching them learn new programs
- Team leadership experience
- Have taken courses in accounting, management, and communications
- Worked side by side with supervisors on community projects

Cleanroom and Production

- Able to use proper gowning procedures
- Able to run tools efficiently for photolithography
- Can use a microscope to inspect that the proper operations have occurred
- Can take direction and follow proper evacuation procedures
- Certified trainer for new hires, I am able to walk a new hire step by step through proper procedures

Work Experience

2013-2014 Verizon Wireless Customer Care Specialist

2014-2015 ADP SASS Senior Service Rep

2015-2016 Manpower Contracted to Avago/Broadcom

2017-2018 Association Online

2018-2019 Elwood Staffing contracted to Otter Products

Education

GED/ College America 2 ½ years of College

Everest College 2007-2009 Associates of Science Degree in Healthcare