

Windy Earles

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Boulder, CO

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Relevant Experience

**Revlive,
Administrative
Assistant to
Director of Email
Services**

Louisville, CO 80027
July 2015 - July
2017

- Performed administration of proper protocol with several client email accounts.
- Set up, manage, and troubleshoot email inboxes for a variety of clients, including Outlook and webmail.
- Create and modify email template responses used by myself and support agents.
- Received and acted upon customer service requests promptly and accurately.
- Locate, research, and refund customer orders using client CRM's — including LimeLight and Konnektive.

**AppleCare,
Technical Support**

Longmont, CO
80301
June 2013- August
2014

- Managed and updated customer accounts.
- Advanced knowledge of iOS, the mobile OS behind iPads and iPhones.
- Performed changes to accounts and call information in ticketing software.
- Mentored new hires when they hit the call floor.
- Routinely completed new training modules on time.

Education

- **Regis University & Front Range Accelerated Degree Program**
B.A.S. Accounting (in progress).
- **Front Range Community College**
Business Specialization in Accounting Certificate.

Other Qualifications

- Working knowledge of Microsoft Office Suite including Excel and Word.
- Solid understanding of accounts payable duties and practices.
- Strong organizational and multitasking abilities.
- Accustomed to working with remote clients

**Professional
References**

- Excellent customer service skills.

Carl Baker - 720-600-8318

- Former Director of Email Services at Revlive; my direct supervisor.

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