

Marissa Nelson

marissagnelson@gmail.com

720-355-1902

620 Quaking Aspen Drive #107

Fort Collins, CO 80525

Professional Summary

Highly motivated administrative support specialist with over 15 years of customer/client care. Thrives in fast-paced environments and collaborative team efforts. Proficient in departmental communications and strategic planning.

Relevant Skills

- Professional networking
- Experienced in various CRM software
- Excellent customer service
- Point of Sale operation
- Team-building and leadership skills
- Technical skills (MS Office, PowerPoint, Google Docs, MS Project, POS operation)

Relevant Traits

- Detail oriented
- Organized
- Enthusiastic
- Proactive
- Friendly and outgoing
- Professional and reliable

Previous Experience

Department Specialist

Human Services Department – Fort Collins, CO

February 2019 — August 2019

- Provided administrative support to department managers
- Interpreted and triaged client documents for food, medical, and long-term care assistance
- Processed Medicaid applications and evaluated client eligibility
- Effectively de-escalated distressed clients using refined communication skills
- Attended weekly meetings about County operation updates and procedures
- Initiated long-term care applications and county resources for elderly and disabled clients

Senior Conservation Internship

Pivotal Places, LLC – Fort Collins, CO

January 2018 – May 2019

- Studied collaborative conservation at multiple parks, nature and game reserves
- Initiated a Human-Wildlife Conflict study in partnership with Urban Wildlife Information Network (UWIN) and the Lincoln Park Zoo.
- Interviewed local community members at Tshulu Trust Camp to better consult on how to run a sustainable tourist and research camp
- Started a non-profit upon return in support of student research and sustainable campaigning in South Africa
- Established 501c3 status in Colorado; took minutes at meetings; filed form 990

Office Manager and Marketing Coordinator

Canyon Chiropractic Center – Boulder, CO

August 2014 – August 2016

- Managed patient accounts, schedules, EMRs, and ledger software
- Coordinated community events, outreach, and health presentations
- Converted office to cash practice and implemented membership plans
- Designed, built, and managed official website and social media
- Designed vacancy announcements; hired and trained new employees
- Conducted market research online and on site, education clients at live events
- Facilitated post event assessments and surveys

Customer Care Specialist

Foria Wellness – Boulder, CO

June 2014 – Present

- Handled & solved customer service inquiries
- Continuously updated database & customer accounts
- Organized & implemented new campaigns for online customers
- Educated customers about products at live events
- Managed online Store Locator
- Conducted various promotional projects

Education

Colorado State University, Fort Collins, CO	August 2016-Dec 2018
<i>Bachelor of Science, Human Dimensions of Natural Resources</i>	
Front Range Community College, CO	January 2012-May 2014
<i>Focus on STEM, Certified Nursing Assistant</i>	
Fort Lewis College, Durango, CO	August 2004- May 2006
<i>Focus on Theatre</i>	