

**AMANDA A BENTLEY**  
220 Burton Street SW  
(616) 617-1726  
Abentley4@email.davenport.edu

**EDUCATION**

Business Administration, ABA Concentration in Accounting and Finance  
Davenport University, Grand Rapids, MI

December 2015

**COURSE WORK**

Accounting	Marketing	Investment Planning
Corporate Finance	Business Law	Money and Banking
Management	Creativity and Innovation	Photoshop

**EXPERIENCE**

**ERS Call Management**

Auto Club Group, Grand Rapids, MI

February 2016 – 2022

- Responding to emergency road service requests in a call center environment
- Listening to members, identifying their problem and seeking to find a solution which gets the member back on the road.
- Performing geographical location spotting and data entry
- Identify, analyze and resolve problems
- Building relationships with AAA members and our facilities in order to quickly secure service
- Helping co-workers when they need it, getting members service is #1
- Always staying at a fully met or higher on stats
- Working on special projects for supervisors, management or field
- Working as troubleshooter
  - ❖ Working the oldest calls, service checking and monitoring
  - ❖ Priority calls, finding faster service
  - ❖ Working closely with station, supervisors, field reps and other management.

**OJT Mentor and Leadership Program**

July 2016

**Athletic Building Laundry Room Supervisor**

Davenport University, Grand Rapids, MI

June 2013 – December 2015

- Hiring, training and supervising a staff of 10 employees
- Creating weekly work schedules, keeping track of all athletic practice and games schedules
- Research and ordering supplies
- Controlling towel inventory
- Washing and drying all uniforms for each of the athletic teams, making sure that the teams had everything they needed before games, talking to coaches about their preferences
- I am the first student laundry room supervisor
- I have trained the past two laundry room supervisors