

## Employment:

4/19-8/19 Ascend Staffing-Eldorado Water

Louisville, CO

Customer Service Representative

- ❖ Incoming and outgoing customer service calls
- ❖ New and existing customer call customer service
- ❖ Taking payments, opening and closing accounts

1/18-4/19 New Direction Trust

Louisville, CO

Transactions Processor

- ❖ Processing client purchases and sales of precious metals and cryptocurrencies
- ❖ Client, dealer, and depository assistance and contact
- ❖ Metals Uploads

1/15-1/18 Manpower-IBM

Boulder, CO

Delivery Specialist/Solutions Offerings

- ❖ Call center technician assignment and dispatch
- ❖ New and existing customer call customer service
- ❖ Superstar award June 2015 for excellence

2/2014-12/14 Remedy Staffing-University of Colorado Boulder Police Department Boulder, CO

Temporary Administrative Assistant to the Director- Events and Emergency Management

- ❖ Procurement using CU Marketplace and Concur, and partnering with Accounting to reconcile purchases
- ❖ Production of Event Action Plans and finalization in coordination with department staff
- ❖ Video Security and check in/out of equipment to staff and officers on event days
- ❖ Production of traffic plans and maps using Rapid Plan software, Google Maps, and Adobe
- ❖ Backup reception including use of multiple line phone system

6/2011-9/2012 Boulder County Community Justice Services

Boulder, CO

Volunteer Case Manager-Community Service

- ❖ Maintained client files using Tiberon and APS databases
- ❖ Assigned clients to appropriate nonprofit agencies
- ❖ Created community service contracts
- ❖ Monitored client progress and reported status to court

12/2010-2/2014 SecurCare Self Storage

Boulder, CO

Store Manager

- ❖ All operations, marketing, auctions, collections, and reports for 775-unit storage facility
- ❖ Maintained tenant database records using Centershift 4.0
- ❖ Light maintenance on property
- ❖ Trained new employees

5/2001-12/2009      Imagine/Developmental Disabilities Center  
Records Manager/Case Management Administrative Assistant

Lafayette, CO

- ❖ Instrumental in complete reorganization of office and streamlining of procedures
- ❖ Assisted in implementation of conversion of hardcopy files to database system
- ❖ Managed office responsibilities while maintaining client confidentiality
- ❖ Procurement and first-line maintenance of office machines

4/2000-5/2001      Background Information Services  
Client Service Manager

Boulder, CO

- ❖ Researched and compiled background checks for employers and landlords
- ❖ Composed reports, letters, and memos for correspondence with clients
- ❖ Telephone customer service

10/1992-12/1999      Electronic Data Systems (EDS)  
Training Analyst

Louisville, CO

- ❖ Trained new coordinators and daily contact with clients
- ❖ Provided troubleshooting service and advice for coordinators and production line
- ❖ Coordinated and prepared production schedules for multiple clients and publications

### Education

Bachelor of Science in Criminal Justice Administration, University of Phoenix

- ❖ Graduated Summa Cum Laude
- ❖ Membership in Eta Theta branch of Alpha Sigma Phi, Honor Society for CJA Students
- ❖ Independence Academy Proposal paper published and implemented 2011

Associate of Arts in English, Front Range Community College

Radio and Television Broadcasting Certificate, Career Development Center

References Available Upon Request \_\_\_\_\_