

Elizabeth A. Fanshier

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Denver, CO 80216

720-985-7010

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Experience:

Ready to Work - Boulder, CO

Crew Member

May 2012 to Present

Member of a work program, doing general labor for the city of Boulder, Boulder Housing Partners, and other contracts.

Nurse Wise - Tempe, AZ

Member Services

August 2011 to November 2011

Temporary position in a call center assisting clients understand their new insurance benefits and claim information.

Time Warner Cable - Tempe, AZ

Customer Service / Collections

February 2008 to July 2011

Temporary call center position in a call center, assisting customers with their cable, internet, and telephone service, also soft collections on accounts that were up to 90 days past due.

PDS Technologies - Spokane, WA

Technical Support / Collections

May 2007 to January 2008

Temporary position working in a call center assisting clients with upgrading and programming their postage meters and scales to accommodate new Postal Service prices: also soft, business to business collections on past due accounts.

BA Merchant Services - Spokane, WA

Merchant Services

June 2005 to January 2008

Call center position assisting merchants with settling credit card batches, understanding their statements, and technical support for credit card terminals and pay-pal.

Red Lion Hotels - Spokane, WA

Call Center Representative

December 2004 to November 2007

Call center position selling tickets to concerts and other events, and hotel reservations.

Skills:

Windows XP, Vista, 7, Mac v. 10 Tiger operating systems; Microsoft Word, Excel, Access, Project, Power Point, and Office; Siebel; Lotus Notes; Internet; Intranet; data entry; and Oracle.

Education:

North Idaho Community College - Coeur d' Alene, ID
GED1992

References: Available upon request