

Mary Specht
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OBJECTIVE

Utilize strong organizational, communication, and motivational skills to enhance efficiency and profitability for the company.

SUMMARY

- Strong work ethic.
- Skilled at problem solving.
- Customer service skills, exceptional ability to work with the public.
- Working knowledge of a wide variety of office machines
- Strong organizational skills
- Detail oriented and capable of working independently.

ACCOMPLISHMENTS

- Recognized by General Motors Acceptance Corporation (GMAC) for Outstanding Achievement. 2006-2010.
- Developed effective procedures and policies that are being used nationwide by GMAC.
- Implemented cost cutting measures that were implemented nationwide by GMAC.
- Sertoma Service to Mankind Award. 1993

EXPERIENCE

Xerox LLC, Greeley,CO

Customer care Representative, 2012 - Present

Customer Service. Certified in October 2012 to handle all aspects of a Medicare Part D prescription drug plan including but not limited to premiums, prescription orders and concerns and account issues.

Home Depot, Greeley,CO

Cashier, 2012 - 2012

Cashier/Customer Service

GMAC/Semperian, Greeley,CO

Mail Room, 2005 - 2010

Hired to organize and implement procedures for GMAC. Operate and maintain mail room machines, utilize computer programs necessary for the mail room including Lotus Notes, Word, and Excel. Responsible for postal mailings and FedEx, DHL, and UPS shipments as well as off site storage. Ordered supplies for branch. Training and presentations. **Customer Service, 2005 - 2010.** Resolved customer concerns, Handled payments. Scanned checks. **Insurance, 2009 - 2010.** Processed repair checks. Reviewed claims. Verified completion of work. Endorsed and issued checks.

EDUCATION

University of Northern Colorado, Greeley,CO

B.A., Liberal Arts