

Summary

Reliable and friendly who quickly learns and masters new concepts and skills. Passionate about completing goals in or out of office, helping customers and creating a satisfying experience while establishing a trusting relationship. Upbeat and flexible with over 2 years of managerial experience and 6+ years of clerical administration experience and 3 years of collection and bad debt management. Areas of expertise include exceptional customer service, inventory, cash management, scheduling, bad debt management, contract auditing, billing auditing.

Technical Support Tier II

BendPak – Mobile, AL

Dec 2023 – May 2024

Customer service, advanced technical advisor, direct communications with clients, company damage mitigations

Technical Support Tier I

BendPak—Mobile, AL

Apr 2023 – Dec 2023

Customer service, technical advisor, problem solving

Revenue Business Specialist II

California Family Fitness – Orangevale, CA

Nov 2021—Apr 2023

Direct auditing of all incoming revenue, Enforcing Corporate Policies, Sales commissions

Accounts Receivable Specialist

California Family Fitness --- Orangevale, CA

Nov 2018- Nov 2021

Managing members, dealing with bad debts, Clerical services, contacting and collecting clients, servicing clients, billing and auditing contracts

Electronics Team Member

Walmart—Orangevale, CA

Apr 2018- Nov 2018

General IT skills (phone/laptop repairs), online order processing, Customer service

Guest Service Team Leader

Target— Folsom, CA

Aug 2017- Mar 2018

Scheduling, create new and efficient Cashier and Team Member Routines.
Ordering supplies. Monitored and enforced corporate policies. Resolved all Guest Service issues.
Developed and trained all Front end Talent. Asset Protection

Cashier

Target— Folsom, CA

Aug 2016-Aug 2017

Basic Math Skills. Excellent interpersonal communication. Ability to effectively manage your time and prioritize tasks. Strong product knowledge and understanding of customers. Professional telephone etiquette.

Shift Leader

Papa John's—Madison, AL

Aug 2015-Jan 2016

Provided onsite training. Balanced cash registers and deposit drop offs. Provided Customer Service and created excellent guest to company relations. Mapped out delivery routes for drivers.

Team Member

Papa John's—Madison, AL

Feb 2015-Aug 2015

Computed sales prices, total purchases and processed payments. Operated cash registers to process cash, check and credit card transactions. Replenished floor stock and processed shipments to ensure product availability for customers.

Shift Supervisor

McDonalds—Huntsville, AL

Sep 2014-Jan 2015

Writing Schedules, Basic Management of Employees, Cash Counting/Bank Drops