

NAME

Customer Service • Administration • Sales • Operations



Telephone



Email



Address



linkedin.com/in/(profile)

SKILLS

Customer service and success
Outbound sales
Office administration and filing
Microsoft Office
Data entry
Teamwork and training
Event and project management
Onsite and remote work
Operations and logistics

ATTRIBUTES

Organized, flexible and adaptable
Clear and effective communicator
Analytical, critical and creative
Quick learner

EDUCATION

College Name

Business Advertising 1997

High School Name

OSSD 1994

EXPERIENCE

Company Name

September 2018 to September 2019

Permit Administrator

- Start to finish permit administration between contractors and building departments in the state of California.
- Maintaining extensive knowledge of forms, site plans, ISO drawings, worksheets and more to manage the triage process and ensure proper completion of required paperwork.
- Creating simple site/plot plans for review by regulatory bodies.
- Prioritizing permit requests based on work dates or location.
- Filing building applications with the appropriate departments through online portals, if available.
- Scheduling in-person permit runners in California if required.
- Scheduling final inspections after project completion.
- Notifying property owners and contractors if an inspection fails and scheduling additional visits after improvements are made.

Company Name

2008 to 2017

Telephone Receptionist/Customer Service Representative

- Monitored multiple phone lines and transferred calls to appropriate depts.
- Performed preliminary telephone interviews with potential candidates.
- Data entry and database management.
- Scheduled appointments and made reminder calls.
- Proactively addressed customer needs to exceed expectations.
- De-escalated and creatively resolved high stress situations.
- Processed payments and issued receipts.
- Assisted in updating company policies and procedures manual.
- Founder and First Chair of Social Committee:
 - Coordinated and oversaw social events.
 - Ensured all purchases and activities were on budget.

Company Name

2006 to 2007

Collection Agent

- Contacted individuals with outstanding debt to discuss repayment options.

Company Name

2001 to 2004

Client Database Trainer/Sales Associate

- District team trainer for Client Database systems.
- Outbound sales and prospecting.
- Prepared auto insurance quotes for prospective clients.
- Finalized onboarding for new customers.
- Mediated between claims department and clients to ensure clear communication and exceptional customer service.