

## Christina Coulter

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### QUALIFICATIONS

I have experience providing, customer service and administrative support, in the areas of hospitality, customer care, retail sales, data processing, inventory control, accounts receivable, and fiscal compliance. I have demonstrated customer service skills delivering a friendly first impression, in person and on the phone.

### EDUCATION

I achieved an **AAS, in Business Administration** from Heald College, in Fresno CA.

**Course Work:** Business Management, Microsoft Office Suite, Hospitality, Marketing, Salesmanship, Advertising, Accounting

### PROFESSIONAL EXPERIENCE

#### *Proficiencies*

Multi-line Phones  
Demonstrated proper phone etiquette  
Proficiency utilizing call center queues  
50 WPM Touch Typist  
Effective organizational skill, detail oriented  
Accomplished in facilitating group presentations  
Intermediate: Spreadsheets, Linking, Formatting, Charts and Tables, Macros(Ltd.)  
Intermediate: Data Processing, Inventory Ctl.  
Intermediate: AR, Invoicing, PO processing  
Fiscal Budgets  
Cash Handling, Bank Deposits

#### *Software Knowledge*

Oracle  
QuickBooks '2012-13'  
Peachtree 2007  
Microsoft Suite '95-2013'  
Excel, Access, PowerPoint, Publisher, Outlook  
IWorks 2010:  
Pages, Numbers, iCal Scheduling, Wikis & Blogs  
Inflow Inventory Software 2010  
Adobe Acrobat XI Pro

### EMPLOYMENT HISTORY

***Administrative Support***, Power Inn Alliance, Sacramento, CA

**06/2014 – 07/2014**

*Intern – Executive Management Team*

Utilized Microsoft Office Suite 2010; provided phone support  
Performed general office task, mailing – stamps.com, filing, and coping  
Facilitated administrative task at special events – “Art of the Dumpster”

***Alumni Volunteer***, St. John's, Sacramento, CA

**02/2014 - Present**

*Volunteer Coordinator Assistant; Intel Course Administrator*

Provided data entry support by updating account information for the Volunteer Coordinator

Created tutorial workbook for Intel Course,  
Instructed 5-7 students in Intel Easy Steps Audio – Online tutorial

**High Tek USA, Sacramento, CA**

**05/2013 – 12/2013**

*Inventory Supervisor; Administrative Assistant*

Processed invoices, payments, and facilitated customer accounts in QuickBooks 2012-13'  
Processed credit card transactions and credit checks on customer accounts  
Supervised one inventory clerk and 3-5 technicians daily to maintain inventory, over 500 items  
Maintained inventory in Inflow Inventory Software 2010  
Managed shipments; Freight, FedEx, and UPS World Ship  
Facilitated multi – line phone system

**Volunteer, Plates Café & Catering, Sacramento, CA**

**10/2012 – 05/2013**

*Social Media Assistant – Marketing Team*

Captured promotional pictures at Plates Café, wrote descriptions detailing the snap shots of the weekly specials, catered items, and the progress of the volunteer learners for Plates Facebook.

*Front of House:* Server; Cashier; Hostess; Busser; Catering; Bar Back;

**Office Assistant, Office Team, Fresno/ Sacramento CA**

**10/2007 – Present**

*Receptionist; Administrative Assistant; Inside Sales Representative*

Achieved inside sales at PFX, serving customer accounts  
Processed orders utilizing IFS software database  
Processed data at Summit Almonds in Access database software (Nutware)  
Performed data entry utilizing excel at CSEA  
Managed call center switch board queue – 200 plus daily calls at Redtail Technology