

Christina Coulter

Sacramento, CA 95824

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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
Preformed 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)
Preformed data entry utilizing excel at CSEA
Managed call center switch board queue – 200 plus daily calls at Redtail Technology