

Laura L. Nelson

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Summary

Ambitious Customer Service Specialist with broad-based background in highly competitive and dynamic organizations. Recognized as a "go-getter", customer focused and easily integrates into existing teams and rapidly becomes productive.

Highlights

- Strong Client & Service Relations
- Creative Problems Solver
- Seasoned in Conflict Resolution
- Persuasive Communication Expertise
- Adaptability and Responsiveness
- Attention to detail

Accomplishments

Support Specialist

- Consistently received positive feedback from clients and created repeat business by developing long-term relationships with customers.
- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations and resolving problems to maximize efficiency.

Experience

Manager

May 2014 to September 2014

Lucky Strike Electronics – Oakland, CA

- Successfully set-up and solely managed small Internet Cafe.

Administrative Assistant

July 2013 to May 2014 (*continue as a volunteer*)

Men/Women On The Way (Non-Profit) – Hayward, CA

- Prepared correspondence, reports and contract forms.
- Assisted in client check-in, discharge.
- Assisted in client services.
- Maintained certifications, permits and that facilities were up to code.

Front Desk Associate

February 2012 to September 2012

Wigwam Golf Resort & Spa – Litchfield Park, AZ

- Greeted, registered and assigned rooms to guests using Lightspeed or Galaxy programs.
- Issued room keys and escort instructions to bellhops.
- Answered department telephone calls using correct salutations and telephone etiquette.
- Recorded guest comments or complaints, referring customers to managers as necessary.
- Verified customers' credit and established how the customer would pay for the accommodation.
- Assisted guests with any special requests during their visits.

Contracts Administrator

March 2008 to November 2009

ARYx Therapeutics, Inc. – Fremont, CA

- Assisted in managing contract negotiations, terms and conditions for Clinical Trial Agreements, Consulting Agreements, Amendments, Confidentiality Agreements, and Statements of Work. Ensured terms and conditions of all contracts were met on an ongoing basis.
- Prepared and negotiated 50 contracts for an over 800-patient Phase III trial and met or exceeded specified deadlines.
- Assisted Director, Project Managers and Finance in analyzing financial data related to specific contracts or financial closing at end of month that often resulted in the uncovering and correction of errors.
- Organized and implemented an updated and accurate contracts database.
- Tracked consultant and vendor costs and Agreement terms and conditions.

Contractor - Various Titles

December 2006 to November 2007

Various Corporations – San Jose, CA

- Chevron, Compliance Analyst - Helped coordinate preparation for an upcoming audit phase to help close out previous audits by systematizing documentation and helping manage current, ongoing projects.
- eBay, Project Coordinator - Assisted Project Managers on eBay's User Experience & Design (UED) Team on various projects as assigned.
- Cisco Systems, Contractors Administrator - Provided support in all human resource, vendor management office, contract efforts including RFP response, contracts version control, review, editing, monitoring and overall contract coordination.
- Cisco Systems, Project Specialist - Managed Cisco partner certification processes and procedures.

Contract Developer/Contracts Manager

June 2003 to April 2006

SBC Communications – San Ramon, CA

- Drafted, organized and reviewed custom opportunities to sales teams ensuring SBC business, legal and regulatory interests were adequately protected in the contract.
- Coordinated with Legal, ICB Pricing, Product Management, Billing, Customer Care, Sales Personnel, Contract Management and Global Solutions to prepare accurate, executable contracts.
- Systematically coordinated the team to meet a stringent, state-specified deadline.
- Supported the Quality Control Program to ensure completeness and accuracy.

Education

State College Area High School 1986, State College, PA

Diploma