

STACY GODDARD

Customer Service Representative

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Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Representative

Aerotek/Jostens - Owatonna, MN
June 2015 to December 2017

I worked in High School service and in RBO. I answered incoming phone calls from consumers who were in need of graduation products. I took orders, did re orders on incorrect products, and processed refunds. I also worked as an Order Processor, entering graduation orders into DOE system, with an average of a 4% error rate. As an RBO SSA, I met and exceeded my sales goals in March, April and May.

Cashier

Food and Fuel
August 2015 to March 2016

I greeted customers when they came into the store. I kept the store shelves stocked and cleaned. Did the end of the night paperwork, opened the store and processed the deposit.

Receptionist

Express Employment/Community Co-Op
June 2015 to August 2015

I greeted customers as they came into the Co Op. Processed invoices for propane deliveries, processed payments on customer accounts, processed invoices for the tire shop and mechanics. I answered phones, data entry and filing. This was a temporary assignment, through a staffing agency.

Customer Service Representative

Rust Consulting
January 2015 to April 2015

I was a customer service representative. I followed strict scripting when answering inbound calls from consumers concerning law suits with high profile companies. Provided the best information and solution possible, took accurate notes and send out correspondence. It was temporary assignment with a staffing agency.

Warehouse Associate

Spherion/IFP

July 2014 to November 2014

I scheduled inbound and outbound trucks. I created the Pick List (order list for the forklift drivers). I also created the BOL's for the shipments that were outbound. I used excel sheets to keep track of orders that were going out and coming in and to help with the inventory. I also helped with the data entry and filing.

Office Assistant

Temple Electric Motor Service

August 2013 to May 2014

I used Peachtree/Sage software to bill out invoices, enter invoices, pay bills and balance the checkbook. I answered phones, ordered and stocked parts and office supplies. I balanced cash drawer at the end of the day. I also picked up and delivered motors that needed to be worked on or were completed. There were many other duties assigned by management.

Data Entry Clerk

Express Employment Professionals/Federated Insurance

May 2011 to October 2012

I entered and batched insurance claims, changed providers addresses in the computer system, sent out claims/bills that had been returned due to bad address. I also composed, typed and printed civility letters to providers and members. I corrected error reports, processed mail and other duties assigned by supervisors.

Medical Records Clerk

Express Employment Professionals/Owatonna Clinic

November 2010 to February 2011

I scanned patient records before sending them over to the appropriate physician at the hospital. I pulled medical records for transfer to the hospital for patient appointments. I refiled them on return to the clinic building. I put any transcription notes inside the files, sorted mail for the business office and answered the phones.

CSR - Customer Service Representative

Masterson Staffing/Jostens

March 2009 to May 2009

CSR

I answered inbound consumer calls regarding college graduation announcements. I placed orders, fixed and re ordered incorrect items, processed refunds and provided solutions for consumers who were upset with their order or had issues with their product.

EDUCATION

Certificate of Completion

Institute of Children's Literature
2002

High School Diploma in Computers

Douglas High School - Douglas, WY
1990

SKILLS

- cash (10+ years)
- Excel. (Less than 1 year)
- Microsoft Office (10+ years)
- Wordperfect (5 years)
- multi-line (5 years)
- Customer Care
- Call Center
- CSR
- Customer Service
- Officemate
- Greet
- Front Desk
- Office Experience

ASSESSMENTS

Scheduling — Proficient

March 2020

Cross-referencing agendas and itineraries to avoid scheduling conflicts.

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

ADDITIONAL INFORMATION

Skills:

I am a dedicated worker who will bring a friendly, organized and up beat work ethic to your company. I learn fast, work great on my own or on a 'team'. I have Customer Services, Sales and Office experience; including Microsoft Office, internet and

email. I am dedicated to any position I am hired for and strive to be the best employee that I can be.

Additional Qualifications:

I am proficient in Microsoft Office, Word, and some experience with Excel. I have experience with desktop computers, laptop, cash registers, fax machines, multi-line phone systems and Oracle applications. I am also familiar with DOE and JBoard.