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|  | Phyllis ferrell  10624 Shoultes Road. Marysville, WA 98270  Phyllis.r.ferrell@gmail.com | 206-551-1084 |
| Objective | Motivated professional eager to obtain a position in a progressive work environment where I may learn and use my work skills and talents to make a positive contribution to the organization. |
| Skills & Abilities | * Project Management * Team Leadership * Ability to learn quickly * 60+ WPM and 10-Key * Accounts payable/receivables * T-Sheets|SmartSheets * Project design and quoting * Multi-tasker * Time & Project Management * Microsoft Office proficiency * QuickBooks|Sage100 Software knowledge * Inside Sales|Dispatch|Scheduling * Auto-CAD |
| Experience | **PROJECT CONSULTANT** – WESTECK WINDOWS & DOORS  **COORDINATOR**  DECEMBER 2019 – PRESENT   * Project quoting, order entry and after sales service. * Review housing and building plans for design specifics and planning. * Recommend products and services based on builder’s projects and needs. * Drafting and Auto-CAD using Ventana Design * Ensure windows and doors meet US and Canadian code requirements. * Prepare professional, complete, concise and accurate reports, proposals, and other documentation as required for executive-level presentations. * Maintain working relationships with existing clients to ensure exceptional service.   **SCHEDULING COORDINATOR** - STOP INC.  **ADMINISTRATIVE ASSISTANT**  SEPTEMBER 2018 – NOVEMBER 2019   * Answer incoming service calls for customers. * Organize, prioritize and schedule all customer service calls and projects for 15-20 techs. * Meet SLAs * Manage and oversee large projects from start to finish. * Maximize call volume by efficiently dispatching and communicating with colleagues and technicians. * Dispatch technicians to service calls and emergencies based on technical skills, priority and geographic location. * Generate and invoices for billing.  **Project Coordinator –** NORTHwest shower doorFebruary 2015 – jANUARY 2018  * Provided outstanding service to all parties involved with projects, promoting effective and lasting business relationships. * Wrote sales contracts for orders obtained and submitted orders for processing. * Conducted research and gathered key information and options for the clients for their upcoming projects. * Prepared bids estimates and proposals for prospective clients. * Communicated and documented any changes to sales, orders and projects to all parties involved. * Maintaining and monitoring project plans, project schedules, work hours, budgets and expenditures * Ensure project deadlines are met  **office manager/coordinator** dominion pest controlAugust 2012 – February 2015  * Sold weekly, bi-weekly and quarterly pest control services to businesses and residents. * Accounts payable/receivable * Established and developed highly efficient and dependable field team by delivering ongoing support, trainings and motivation. * Coordinated special projects and managed schedules. * Manage relationships with vendors and service providers, ensuring that all items are paid on time * Completed bi-weekly payroll for 15 employees * Manage new hire on boarding process * Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of office personnel and activities. * Organize and document office operations and procedures * Built long-term customer relationships and advised customers on promotions. |
| Education | **highline community college**, des moines, waged |
| Communication | Can comfortably communicate through writing, listening, leading/teaching. |