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| Objective | Advance in my electric cooperative career and make lasting workplace connections. Expand on my experience and leadership. |
| Skills & Abilities | I am computer savvy, can answer multi-line telephones and use any office equipment such as a fax, copiers, printers, and scanners. I have background in electric and medical offices as well as restaurant, barista, and retail experience. I have extensive customer service skills in addition to being organized and task/goal oriented. I can use Microsoft Office programs such as Excel and Word as well as Adobe and many other computer programs. I work well with others, possess leadership skills and have volunteered for over 10 years with the schools and other organizations in the community. I am hands-on, like to learn new tasks, and see them through to completion. I enjoy writing articles as well as drafting templates and letters. I am also CPR, AED, first aid and BBP certified, as well as a State of Oregon Notary. |
| Experience | **Member Services Representative** Coos-Curry Electric CooperativeBrookings, OregonAugust 2017 - Present Serving members of the electric cooperative by taking payments, generating, and processing service orders for connects, disconnects, meter changes, new service, and various maintenance requests as well as reporting outages, balancing drawers and daily deposits, billing and adjustments to accounts, and more. Using programs such as Excel, Word, SEDC UPN, Catalyst mapping, etc. Communicating and working with all internal departments from operations, engineering to corporate services, and dispatching when needed. Invested with community involvement committee with CCEC, the Benefits Committee as well as marketing and recruiting for Co-op connections program. **Barista** Bell & Whistle Coffee HouseBrookings, Oregon January 2017 - August 2017 Greeted customers, took orders, made espresso drinks, baked and made food items, took phone orders, counted and managed a cash register, submitted deposits, trained new employees, and performed inventory. I worked opening, mid-day and closing shifts.  **Customer Service Representative** Totally Cellular  Brookings, Oregon March 2005 – May 2005 I greeted each customer in person or on the phone, addressed and took care of their problems regarding phones, bills, cellular plans, etc. Started new customer contracts, renewed contracts, programmed cellular phones, took inventory, balanced the daily cash, checks and credit, trained new employees. Answered multi-line telephones, faxes, and emails. I cleaned the offices and many other duties as assigned.  **Medical Assistant, Receptionist, Referrals** Sutter Medical Group  Sacramento, California November 1999 – April 2001  Answered multi-line telephone for an eight-physician internal medicine office, scheduled appointments, posted payments, greeted patients. Roomed and triaged patients, took vital signs, administered injections, assisted doctors with procedures, called in refills and prescriptions. Obtained insurance authorization for procedures, labs and specialty physicians, faxed pertinent chart notes, made appointments for patients and notified them. Pulled charts and filed new chart information, made chart copies for other physicians or patients, always maintaining patient confidentiality.  **Waitress** Sunset Express Restaurant  Palo Cedro, California March 1999 – October 1999 Greeted customers and took orders, communicated with kitchen, filled drink orders including making specialty coffee drinks. Delivered orders, checked on customer needs, addressed any problems. Took payment by cash, check, debit or credit card. Cleaned and bussed tables. Performed prep cooking, nightly cleaning as well as opened the restaurant by unlocking and opening doors, turning off alarms and counting tills to start the day. Performed end-of-day duties by closing registers and balancing them, turning on alarms and locking doors. |
| Education | LinkedIn training on customer service, Microsoft teams, Excel and more. SEDC courses pertaining to their programs, Myra Golden customer service training. Will be starting a Coding class for Web Development through the University of Oregon July 2021. **Boston Reed Company**, Charles Jones Career and Education CenterSacramento, California Medical Assisting & Phlebotomy Certification I worked full time and attended this night class to obtain my certificate for Medical Assisting and Phlebotomy. I was also required to do an additional externship to complete a course to obtain certification through Sutter Medical.  **Castle Rock Charter School**  Crescent City, California High School Diploma Home schooled, attended 2 different high schools and finished credits at Castle Rock Charter School |
| Leadershipreferences | It was an honor to serve as a Steering Committee member for The Compassionate Friends Northwest Chapter (TCF) for 8 years. I facilitated meetings for the sibling group and filled in as facilitator for the parent group, helped with fundraisers and many events including an annual candle lighting ceremony and balloon release BBQ. I also wrote all the anniversary cards for the chapter. I am currently involved with the Coos Curry Electric Community Involvement Committee that is actively involved with events and participation in our communities. I also assist, as needed, with the newly formed CCE Charitable Foundation as well.  **Marie Coleman** Warehouse-Coos Curry Electric 541-661-1394  **Cindy Peare** Safety & Loss Administrator-Coos Curry Electric 541-254-0696  **Georgia Cockerham** Retired Financial Advisor, Chapter leader for TCF-Northwest Chapter 541-469-5814  **Wilson Hodge** Engineering Aide II-Coos Curry Electric 541-260-5979 |