

Heather Carota

Administrative Service Company

Alta Loma, CA
shigr1277@aol.com - 909-989-6627

Self-Motivated and able to work independently in a fast paced environment. Professional with proven expertise in customer service and administrative skills. Very dependable.
Authorized to work in the US for any employer

WORK EXPERIENCE

Customer Service Representative

M &G Jewelers Inc. - Rancho Cucamonga, CA - September 2013 to June 2015

Responsibilities

- Answered phones from clients at Macy's, Sears and Zale's for jewelry repairs
- Pulled Call Logs for jewelry repairs
- Filing
- Used the JEMS computer system
- Put repairs on shipping log to ship to stores
- Faxed documents

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Lexxiom, Inc - March 2008 to January 2012

Titles: Compliance, Customer Service, Telemarketing

- * Entered client and creditor information into data base
- * Sent letters to creditors of attorney representation
- * Assisted clients with their deposit information
- * Filled out claims against creditors
- * Reviewed settlements with clients
- * Called prospective clients regarding educational opportunities

Customer Service Representative/Receptionist

Everything Furniture - January 2004 to June 2007

Customer Service, Technical Support/Administrative Assistant

Case Logic Wireless - January 2002 to December 2003

- * Answered and screened 8 line phone systems daily.
- * Entered and verified 30+ sales orders into company software daily.
- * Printed picking list and forward to Warehouse Manger for pulling orders.
- * Distributed the incoming and outgoing mail.
- * Provided administrative support to sales department.
- * Coordinated onsite and offsite meeting
- * Monitored office supplies and informed Buyer on needed supplies.
- * Created and maintained a Bills of Material spreadsheet to audit picking lists.
- * Answered 30+ technical support calls for wireless accessories daily.
- * Coordinated travel arrangements for VP of Sales and President.

- * Created and maintained data driven analyzes on daily customer service issues/technical questions to foster "Good Will" on future customers.

Data Entry Clerk

Edison International - September 1999 to October 2001

- * Entered 15+ Edison Security contracts through Clarify computer system daily.
- * Processed customer billing information.
- * Obtained customers credit history.
- * Activated customer accounts.
- * Set up customer electronic funds transfer.

EDUCATION

Citrus College
1996 to 1999

ADDITIONAL INFORMATION

COMPUTER SKILLS

- Microsoft Word, Excel, Microsoft Works