

Indigo Collier

Memphis, TN 38117

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Professional Summary

Experienced Customer Service and Administrative Professional with 7+ years in customer-facing roles, call center operations, data entry, and administrative support. Proficient in handling inbound calls, managing customer accounts, and maintaining detailed records. Strong organizational and multitasking abilities, with a focus on providing excellent customer experiences and accurate, efficient documentation.

Education

Associate in Arts (AA) – Web and Digital Media Design

Milwaukee Area Technical College – Milwaukee, WI

Work Experience

Customer Support Specialist / Administrative Assistant

Dirt Busters LLC – Memphis, TN

July 2023 – January 2025

- Entered and maintained client information in company databases with accuracy.
- Assisted with scheduling and tracking appointments, ensuring timely communication with clients.
- Created detailed reports on service outcomes and customer feedback for management.
- Handled inbound customer inquiries, providing tailored solutions.

Customer Service Associate / Data Entry Clerk

IKEA – Atlanta, GA

July 2022 – November 2023

- Recorded daily sales and inventory data into spreadsheets for reporting.

- Updated customer records and managed loyalty program entries.
- Assisted in preparing administrative documentation for store operations.
- Responded to customer inquiries and provided efficient problem resolution.

Call Center Representative / Administrative Support

Hilton Cafe – Milwaukee, WI

August 2021 – March 2022

- Managed inbound calls and recorded detailed customer interactions in the database.
- Coordinated reservations and updated guest profiles with accurate information.
- Supported management by preparing shift reports and organizing schedules.
- Performed general administrative tasks such as filing and data organization.

Sales Associate / Administrative Coordinator

Brass Bell Music Store – Milwaukee, WI

June 2020 – June 2021

- Entered customer and sales data into the company's CRM system.
- Managed inventory records and reconciled discrepancies.
- Assisted with scheduling and communications for the education department.
- Answered phone calls, provided information on services, and processed rental agreements.

Hostess / Customer Relations & Administration

Rare Steakhouse – Milwaukee, WI

November 2018 – August 2019

- Maintained reservation logs and updated schedules using the restaurant's system.
- Answered customer calls and recorded detailed notes for management follow-up.
- Supported administrative operations by organizing and filing reservation data.

Skills

- Data Entry & Database Management
- Call Handling & Phone Etiquette
- Administrative Support & Scheduling

- Customer Service & Problem Resolution
- POS Systems & CRM Software
- Communication & Organizational Skills