

Kaylee Boothe

197 W Plumbtree Lane Unit 1B Midvale, Ut 84047 | 801-739-2898 | kboothe617@gmail.com

SKILLS

Quickbooks | Customer Service | Inbound and outbound calls | Microsoft literacy | Client scheduling | Collections | Invoicing | Creating Bids | Customer communication via Email Computer literacy | Marketing | Design | Python | Computer troubleshooting | Software troubleshooting | Windows proficient | Linux proficient | Mac proficient | Computer assembly | Computer maintenance

EXPERIENCE

Grade Solutions LLC — Office Management

July 2020 - PRESENT

Manage day to day office operations and processes, including customer facing communications, and internal staff support. Including, but not limited to:

- Analysis and staff support to enable accurate job costing structures
- Support with employee timesheet entries
- Design of branded company flyers and logos
- Technical support
- Building, tracking and monitoring of company spreadsheets
- Computer systems troubleshooting
- Engaged with customers on overall experience, making necessary changes to ensure customer satisfaction
- Collections management, supporting customers with paying bills and account management
- Creation of, and following up on bids including:
 - Invoicing jobs, job order management to ensure efficient job completion
- Creation of employee handbook, policies and company procedures

Rocky Mountain Waterproofing — Secretary

March 2019 - May 2020

Overall office management, customer support

- Answering customer questions, and offering solutions to issues
- Scheduling jobs, anticipating customer needs, and overall staffing requirements.
- Collections process management, recovering lost revenue due to non-payment
- Customer appointment reminders
- Statement mailing and tracking of payments and communications.
- Composing customer warranties

EDUCATION

Beehive Science and Technology Academy — *High School*

August 2013 - June 2017

High School graduate from Beehive Science and Technology Academy. Attended school from 7th till 12th grade.

REFERENCES

Shawn Condrón 801-369-8079

Foster Crane 801-708-3535

Danielle Almeida 801-455-1207