



# Katherine Renee Forbush

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## OBJECTIVE

I'm looking to acquire a position where I can provide superior customer service with my experience.

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## EXPERIENCE

### Traveling Teams

#### *Head of complaint department, Reservationist, Debt Collector*

Northville, MI — 2012 - Present

Responsible for answering multi lined phones and making outgoing calls to customers in need of assistance.

Collected debts that were owed to the company.

Input new hotels into our system.

Assisted our event manager in retrieving rooming lists for major events.

confirming important reservations for VIP guests.

Took Complaints from customers and employees and gave resolution in a timely manor.

Created and kept a spreadsheet for all complaints for the year

#### **Accomplishments at Traveling teams**

- Trainer of new employees
- Head of complaint department

### Dick Scott Dodge

#### *Receptionist*

Plymouth, MI— 2012

Answered multi lined phone

Input new inventory into the company system.

Internal mail delivery

### Tom Holzer Ford

#### *Receptionist, Cashier*

Farmington Hills, MI — 2009 - 2012

Internal mail delivery.

Handled thousands of dollars as a Service Cashier and was able to balance at the end of the night.

Made appointments for cars to be serviced.

Answered multi lined phones

Greeted guests as they came into the building and got them to the sales person of their choice.

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## EDUCATION

Schoolcraft College - Livonia, MI

*92 credits completed*

Garden City High School -

Garden City, MI *High School*

*Diploma*

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## REFERENCES

Corey Morgan (248) 675-7029

Danielle Hooks (248) 675-7284

Becky Avery (248) 701-3099

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## Skills

Proficient in Microsoft office

Working knowledge of

Quickbooks

**Panera Bread*****Associate Trainer***

Dearborn Heights, MI - 2005 - 2011

Greeted customers

Took customers orders

Made their orders correctly and swiftly

Trained new employees

**Accomplishments a Panera Bread**

- Became an Associate Trainer