

# Melissa D. Stringer

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## **Management**

**Career Objective:** Seeking a position in management with an emphasis on customer service where I can utilize my enthusiastic and out-going personality to exceed company's customer service expectations and administrative needs.

### Employment History

**The Joint Chiropractic 2013-Current**

**Traver Connect June 2012 – April 2013**

**Dominion Technology Group, Inc. Co-Owner October 1999- January 2012**

**TSR September 1995-September 1996**

**West Telemarketing July 1992- January 1994**

### The Joint Chiropractic 2013- Current

#### Operations Manager

Responsible for over 50-70 employees located across 15+ clinics

Responsible for Creating, Implementing and Monitoring company procedures

Monitoring and improving patient care

Troubleshooting patient issues as well as technology issues

Responsible for office costs

HR Responsibilities:

Interviewing, hiring, on-boarding, off-boarding, disciplinary, and terminations

### Traver Connect- BDC Representative

Responsible for making outbound sales calls to prospective auto buyers and scheduling them for appointments.

Responsible for handling inbound calls for prospective car buyers. Answering all of their automotive questions pertaining to purchasing a vehicle of their liking.

Follow up calls on a daily basis with previous customers.

Ability to work with Higher Gear, Dealer Socket, Chrysler Digital Response, and other dealer platforms.

### Dominion Technology Group- Chief Financial Officer

Managed operating expenses of a computer networking company that provided security services to small banks.

Handled payroll as well as Federal and State taxes.

Proficient in EXCEL, Microsoft Word, and Quickbooks.

### TSR- Call Center Team Manager

Managed 60+ inbound call representatives for a major airline.

In charge of quality control and continuous training for my team.

Responsible for reading and interpreting sales and call center reports and proficient on SABRE system.

**West Telemarketing- Assistant Branch Manager**

Managed 30+ outbound call representatives for Fortune 500 companies.

In charge of on the floor quality control and training.

Responsible for daily call reports including sales goals.

Continually one of the top teams in the branch.

Advanced to training other managers and working closely with the company director.