

Database and Marketing Administrator Database and Marketing Administrator Database and Marketing Administrator Clearwater, FL My objective is to expand my growth and advance within a thriving company, maintain status as a respectable employee, embark on new ideas and face challenges head on, complete tasks and fulfill my duties. Work Experience Database and Marketing Administrator Myriad Computer Solutions - Largo, FL June 2011 to April 2014 Verifies information, operates data entry devices and prepares documents. Process purchase orders. Handle inbound calls on new Shoretel Systems Phone, directing to correct person. Process account information, customer information, and a variety of other forms of documents by resolving inconsistencies and reviewing data for errors using standard data entry procedures. Keeps records of tasks, files and proofread reports; Checks completed work for errors or duplicate information before submitting the final product. Verifies, corrects and deletes unnecessary data, and/ or combines data from several sources before entering into a file. Clerk enters alphanumeric data from reports and study documents into an electronic tracking system on a day-to-day basis. Prepare account statements. Quickbooks- Process credit cards, help with payroll and banking. Customer Service Sales Representative Vici Marketing - Saint Petersburg, FL January 2008 to April 2011 Utilized a script to pitch vacation sales (cruises)-inbound and outbound. Performed QA and QC monitoring. Logged daily transfers and sales. Input credit card data for authorization of sale. Customer Service Representative National Foundation for Debt Management - Largo, FL September 2005 to December 2007 Received inbound calls and assist clients with credit card debt. Pulled account information on credit cards and checking accounts. Assisted with calculations and percentages. Quality Assurance Representative Talk America - Orlando, FL September 2003 to September 2005 Monitored both the sales and third party verifications of telecommunication offers to clients. Determined and protected the integrity of the sale. Effectively communicate each session both on paper logs and monitor logs using an excel spreadsheet. Telemarketing Sales Representative G.E.F.A - Saint Petersburg, FL March 1999 to April 2003 Made outbound calls to clients offering trials in insurance, legal and financial services. Promoted to customer service after 6 months. Received inbound calls assisting clients with activations on their Wal-Mart and Lowe's

credit cards. Promoted to Quality Assurance in October 1999. Monitored taped verified sales from representatives. Determined the quality and integrity of the sales. Logged information both on paper for the reps and logged in excel for the employer and major client. Education St. Petersburg High School - Saint Petersburg, FL May 1997

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