

Catherine M Ransier
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Qualifications

Over 10 years of combined experience in customer service as well as administrative support working in fast-paced environments demanding strong organizational, analytical and interpersonal skills. Detail-oriented and resourceful in completing projects with a high degree of efficiency and able to multitask effectively. Straight thinker accustomed to learning job specific interfaces. Trustworthy, ethical and committed to superior customer service. Demonstrated self-motivation and ability to work well independently as well as within a team environment.
Outstanding verbal and written communication skills in English and French.

Skills

Customer Service & Relations	Office Support & Reception
Word processing & Data Entry	Proficient with PC & Mac operating systems, MS Office
Translation	

Experience Highlights

Payroll

FRONT OFFICE FISCAL ASSISTANT, Payroll NW, Vancouver, WA June 2010 - September 2011

- Provided administrative and front office support
- Prepared salary and wage payrolls including deductions, accruals and the issuance and processing of timecards.
- Familiarity with State of Washington and State of Oregon payroll regulations
- Knowledge of wage withholding and garnishments
- Maintained various payroll records such as timecard sheets, automatic bank deposit authorizations, payroll journals, ledgers; made required adjustments through established procedure

Call Center / Commercial Support

BILINGUAL COMMERCIAL SUPPORT REPRESENTATIVE, Nautilus Inc., Vancouver, WA June 2008 - Dec. 2009

- Management of both US and Canadian commercial accounts
- Assisted customers with inquiries, processed warranty, purchase orders and returns in French and English
- Provided product information, ship dates, billing and account information
- Assisted with technical support and troubleshooting of commercial exercise equipment
- Considerable technical knowledge and parts identification of cardio commercial fitness equipment

Translation

LINGUISTIC QA TESTER, PTI Global, Intel, Hillsboro, OR 2008

- Performed linguistic quality assurance tasks in French of software manuals and web pages
- Researched and resolved language issues for internal team and clients as required
- Reported defects and worked with production team to implement linguistic solutions
- Adhered to documented quality standards, trademarks, style guides and client specific checklists

Printing / Customer Service

CENTER CONSULTANT, FedEx Office, Vancouver, WA May 2003 – Dec. 2007

- Carried out order processing activities by explaining benefits of digital printing technology to customers
- Worked closely with Senior Project Coordinator by managing, monitoring and facilitating all production processes
- Performed quality control and inventory control
- Coordinated shipping functions
- Performed various administrative tasks and used advanced computer software applications.

Education

Baccalauréat A-2 in Foreign Languages (English, Spanish & Italian), Literature and Philosophy
Lycée Vincent Van Gogh, Aubergenville, France

