Amy Heimbecher

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**Objective**

An entry-level position in office clerical and/or customer service, with opportunity for advancement.

**Accomplishments**

􀁹Well-organized and efficient.

􀁹Work well in a high pressure environment.

􀁹Strong training skills.

􀁹Skilled with computer systems and software.

􀁹Quickly learn procedures and methods.

􀁹Professional demeanor.

􀁹Pleasant speaking voice.

􀁹Honest, friendly, outstanding communication skills.

􀁹Able to please customers under all circumstances.

􀁹Has traveled extensively in India, Europe, and domestically.

**Employment**

*Dave Emrich Ashland, OR*

***Personal Assistant*** *September 2010 to May 2012*

􀁹Performed general office duties such as ordering supplies, maintaining records and performing basic bookkeeping work.

􀁹Made travel arrangements for client.

􀁹Coordinated and directed office services, such as records and budget preparation, personnel and housekeeping, in order to aid client.

􀁹Prepared invoices, reports, memos, letters, financial statements and other documents, using word processing, spreadsheet, database and presentation software.

􀁹Opened, sorted and distributed incoming correspondence, including faxes and email.

􀁹Greeted visitors and determined whether they should be given access to specific individuals.

􀁹Prepared responses to correspondence containing routine inquiries.

􀁹Managed and maintained executives' schedules.

􀁹Responded to written and telephone requests for services.

􀁹Purchased and maintained household goods.

*Harry and David Eugene, OR*

***Seasonal Phone Sales*** *October 2009 to December 2009*

􀁹Quoted prices and credit terms and prepared sales contracts for orders obtained.

􀁹Estimated date of delivery to customers based on knowledge of own firm's production and delivery schedules.

􀁹Checked to ensure that appropriate changes were made to resolve customers' problems.

􀁹Recommended improvements in products, packaging, shipping, service, and billing methods and procedures in order to prevent future problems.

􀁹Resolved customers' service and billing complaints by performing activities such as

exchanging merchandise, refunding money, and adjusting bills.

􀁹Solicited sale of new and additional services and products.

􀁹Referred unresolved customer grievances to designated departments for further investigation.

􀁹Determined charges for services requested, collected deposits and payments, and arranged for billing.

􀁹Conferred with customers by telephone and in person in order to provide information about products and services, to take orders and cancel accounts, and to obtain details of complaints.

􀁹Operated cord and cordless switchboard to relay incoming, outgoing and interoffice calls.

􀁹Supplied information to callers and recorded messages.

􀁹Asked questions in accordance with instructions to obtain various specified information, such as person's name, address, age, and state of residency.

*Mountain Measurement Portland, OR*

***Data Entry/ Customer Service*** *April 2006 to November 2006*

􀁹Operated keyboard to enter data into computer.

􀁹Followed format displayed on screen.

􀁹Compared data entered with source documents, and re-entered data in verification format on screen to detect errors.

􀁹Deleted incorrectly entered data and re-entered correct data.

􀁹Kept records of work completed.

􀁹Checked to ensure that appropriate changes were made to resolve customers' problems.

􀁹Kept records of customer interactions and transactions, recording details of inquiries,

complaints, and comments, as well as actions taken.

􀁹Contacted customers in order to respond to inquiries and to notify them of claim investigation results and any planned adjustments.

􀁹Resolved customers' service and billing complaints by performing activities such as

exchanging merchandise, refunding money, and adjusting bills.

􀁹Solicited sale of new and additional services and products.

􀁹Referred unresolved customer grievances to designated departments for further investigation.

􀁹Determined charges for services requested, collected deposits and payments, and arranged for billing.

􀁹Conferred with customers by telephone in order to provide information about products and services, to take orders and cancel accounts, and to obtain details of complaints.

*Venture Data Eugene, OR*

***Data Entry*** *April 2002 to July 2003*

􀁹Operated cord and cordless switchboard to relay incoming, outgoing and interoffice calls.

􀁹Supplied information to callers and recorded messages.

􀁹Contacted individuals to be interviewed at home, place of business, and field location, by telephone.

􀁹Asked questions in accordance with instructions to obtain various specified information, such as person's name, address, age, religious preference, and state of residency.

􀁹Explained survey objectives and procedures to interviewees and interpreted survey questions to help interviewees' comprehension.

􀁹Reviewed data obtained from interview for completeness and accuracy.

􀁹Compiled, recorded and coded results and data from interview and survey, using computer and specified form.

*Namaste Health Spa Chattanooga, TN*

***Receptionist***  *January 2000 to November 2000*

􀁹Scheduled appointments and maintained and updated appointment calendars.

􀁹Transmitted information and documents to customers, using computer, mail and fax.

􀁹Filed and maintained records.

􀁹Heard and resolved complaints from customers and the public.

􀁹Operated telephone to answer, screen and forward calls, provide information, take messages and schedule appointments.

􀁹Received payment and recorded receipts for services.

􀁹Greeted persons entering establishment, determined nature and purpose of visit and directed and escorted them to specific destinations.

􀁹Served clients with beverages, snacks, and hot packs after checking them in.

􀁹Provided information about the establishment, such as location, services, and providers.

􀁹Kept a record of staff member’s whereabouts and availability.

􀁹Performed administrative support tasks such as proofreading, transcribing handwritten information, and creating documents.

􀁹Collected, sorted, distributed and prepared mail, messages and courier deliveries.

􀁹Performed duties such as taking care of plants and straightening magazines to maintain lobby and reception area.

*Adventure Travel Chattanooga, TN*

***Travel Agent*** *May 1998 to Sept 1998*

􀁹Computed cost of travel and accommodations, using calculator, computer, and quoted package tour's costs.

􀁹Conversed with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required.

􀁹Booked transportation and hotel reservations, using computer terminal and telephone.

􀁹Planned, described, arranged, and sold itinerary tour packages and promotional travel incentives offered by various travel carriers.

􀁹Provided customer with brochures and publications containing travel information, such as local customs, points of interest, and foreign country regulations.

􀁹Planned, described, arranged, and sold itinerary tour packages and promotional travel incentives offered by various travel carriers.

**Other Work Experience**

Home Health Care, Chef, Waitress, Artist, Teacher of Environmental Science, Art, and English as a second language

**Education**

*Goddard College* Plainfield, VT

**Bachelors of Liberal Arts** 2008

*The Lotus Seed* Portland, Oregon

**Yoga Teacher's Training** 2012

**Hobbies**

Gardening, Outdoor activities, Yoga, Travel, Art and Crafts

**References**

Excellent professional references available upon request