**Lauren Scher**

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**Education**

CUNY / Baruch College, School of Public Affairs, New York, NY

Master of Public Administration, February 2011

SUNY / Stony Brook University, Stony Brook, NY

Bachelor of Arts (Cinema and Cultural Studies), May 2004

**Experience**

TIFFANY & Co., New York, NY April 2009-Present

Customer Relations & Valuations Associate

* Resolve customer service related issues and concerns as dictated by company policies on a responsive and proactive basis.
* Responsible for creating/sending detailed repair estimates that fully address all technical aspects of repair
* Respond to all levels of customer correspondence in a timely and professional manner after thorough research
* Utilize the Customer Relationship Management (CRM) database for entry of detailed cases on all customer issues that require further research
* Process Retail Replacement Valuation reports for Tiffany & Co. diamond and fine jewelry purchases
* Assist in the creation of Tiffany & Co. Blue Book item descriptions

IRIDESSE, New York, NY January 2007- March 2009

Operations & Financial Coordinator

* Reconciled monthly budgets and processed Invoices
* Processed biweekly timesheets for 16 retail locations
* Conducted daily media reconciliation of negative inventory and transfer reports
* Updated and monitored E-Commerce CMS for store locations and events
* Assisted with departmental projects and operational mailing lists
* Provided support with New Store setup and training

**Skills**

Working knowledge of Microsoft Office, MIPS, Atlas, JD Edwards

Excellent communication, writing and organizational skills