**Teresa Houston**

Vancouver, WA 98662

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**Related Qualifications**

* Over 5 years experience in Customer Service with excellent phone etiquette
* Intermediate skill level with Microsoft Word, Excel and Access
* Created an inviting and pleasant atmosphere in the lobby while waiting to meet with managers.
* Detail oriented with a high level of accuracy in data entry
* Excellent at communicating with customers, listening and assessing their needs and work to resolve issues as they arise
* Self-starter and also able to be part of a contributing member of a team

**Professional Skills and Abilities**

* Professional and positive tone of voice answering mult-line phones while directing call to the appropriate department
* Work to secure price quotes from suppliers in a timely manner
* Maintain warehouse inventory and Access based inventory log
* Assist warehouse personnel by providing contract specific labels for orders
* Strong ability to work efficiently and to prioritize tasks while maintaining a high level of attention to detail
* Creative ability to develop strategies that streamline work flow

**Technical Skills**

* Excellent 10 key skills
* 12,000+ ksph with high level of accuracy in data entry
* Proficient in MS Office: Word, Excel, Access, Outlook, QuickBooks, Internet savvy

**Work Experience**

Administrative Assistant Howco Distributing Vancouver, WA May 2012 - June 2013

General Office Clerk NW Staffing Resources Vancouver, WA Feb 2012 - May 2012

Customer Service Manager Benchmarks Vancouver, WA Dec 2006 - Oct 2011

Accounts Payable Clerk James E. John Construction Vancouver, WA Sep 2006 - Nov 2006

**Education and Activities**

Basic Accounting Clark College Vancouver, WA

High School Diploma Faith Baptist Schools Canoga Park, CA