Samantha Cunningham

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Summary Statement

8 years experience providing excellent customer service, reception, order handling, thorough problem solving and advanced math skills. Education includes an Administrative Assistant Degree from Western Business College.

* Professional, Punctual, Reliable, Organized
* Outstanding Customer Service and Listening Skills
* Proficient Computer Skills
* Impeccable Written, Verbal and Interpersonal Communication Skills
* Dependable, Helpful, Willing to Learn Anything New
* Ability to Manage Multiple Tasks With Continually Changing Priorities
* Takes Initiative to Coordinate and Prioritize Responsibilities to Get Job Done in a Timely Manner
* Strong Problem Solving Skills
* Type efficiently 90 WPM
* Data Entry of 11,000 KPH
* Over 7 Years Experience with Excel, Word and Microsoft Outlook

Work Experience

CSG Conservation Services Group, Portland, OR May 16, 2011 to Present

Administrative Assistant: Accurately enters customer data into tracking software systems. Cross-trains into various programs. Processes incentive applications for energy saving programs and bulk mail as needed. Provides timely follow up with voice mail or email inquiry. Assist in finding missing information to complete the application process. . Great experience with sales force and other customer service tracking programs.

Customer Service: Receive incoming calls and provides initial screening of customer requests and questions. Evaluates needs and directs customer’s to appropriate programs and services. Handles inbound and outbound phone calls to support the needs of diverse customers. Schedule Home Energy Reviews for participants who have Cascade or NWN Gas; Portland General Electric and Pacific Power Electric as providers for their homes. Performs telephone quality control questionnaire surveys. Conducts outbound calling as needed for a variety of programs and projects.

Wanke Cascade, Portland, OR February 2004 – March 2011

Customer Service: Answered multiple phone lines, taking up to 150 phone calls per day. Input customer orders via phone, email or fax. Accelerated in pleasing the customer. Advised customer’s with all floor covering information. Coordinated shipping/receiving of all materials. Instructed customers and fellow employees of weight, size, cost and best way to ship material to and from customer’s destination. Regulated customer’s size and measurements of all material. Handled all customer returns and negotiated with pricing and substitution of material when returns did not comply with the policy.

Office Administrative:

Excelled in Microsoft Word, Excel, Outlook and Dansik Program. Responsible for customer’s payment via phone, fax check or credit card payment or by email. Provided all new employees with three weeks or more of one on one training of phones, program and proper order handling. Worked in the Will Call Department and was responsible for customer’s to get orders filled in a timely manner. Maintained and kept all floor covering info organized and readily available to provide escalated customer service to all clients.

Reception:

Greeted and welcomed all clients in the showroom. Distributed all clients needs when orders were taken in person. Marketed all material to clients. Handled all phone calls and relayed messages via phone, email or person. Always willing to help and assist fellow coworkers. Filed all papers from Returns (RA) to orders filled daily.

Education

Western Business College 2001-2003

Junction City High School, Junction City, OR