

Amanda Knight

**Effective Prioritization · Exceptional Administrative & Analytical Skills · Detail Oriented
Builder of High Trust Relationships with Colleagues & Clients · Meets Deadlines
Customer Service Oriented**

PROFESSIONAL EXPERIENCE

Herff Jones Indianapolis, IN, January 2019 - March 2019

An American company that manufactures and sells educational recognition and achievement products that has been in production since 1920.

Temp-Account Manager -

- Responsible for all college diploma orders in the state of California.
- Utilize Oracle system on a daily basis to gather information and to investigate issues on current orders.
- Utilize email and phone correspondence with customer and sales reps on a daily basis.
- Maintain incoming emails and voicemails with efficient turnaround time.
- Maintain and organize files for all California colleges.

RCI/Wyndham Destinations, Inc. Carmel, IN, September 2014 - December 2018

The world's largest vacation ownership, exchange and rental company operating in 110 countries at more than 200 vacation ownership resorts and 4,300+ affiliated exchange properties.

Real Time Analyst, February 2016 - December 2018

- Analyze data of incoming calls to drive Average Speed of Answer (ASA) and abandon percent to consistently achieve interval level and daily targets for Indianapolis, IN, Valdosta, GA, Jacksonville, NC and Mexico City, MX – up to 100 – 150 inbound and outbound guides.
- Responsible for the real-time optimization of staffing, and management of voluntary time off and off-phone assignments to meet financial monthly goals
- Trusted to serve on 3-person night shift team and take initiative in the absence of management presence; utilize decision making and judgement
- Administrative duties such as maintaining a shared inbox along with managing real time PTOP (paid time off the phone) and sick leave requests via phone.
- Working with the team to make sure that daily and bi-hourly reports get out in a timely manner

Customer Care Representative, September 2014 – February 2016

- Handled anywhere from 25 – 100 inbound calls daily providing exceptional customer service
- Met daily production, schedule adherence and attendance goals

RGIS, Indianapolis, IN, November 2013 – September 2014

Founded in 1958 to offer grocery stores an accurate and economic alternative to in-house inventories, now RGIS operates in 40+ countries with over 34,000 employees in more than 200 offices worldwide.

Administrative, Hiring & Training Assistant, January 2014 – September 2014

- Managed interviews, hiring, and on-boarding process for 15 – 25 inventory specialist applicants per week
- Screened candidates in the Applicant Tracking System, conducted interviews, completed all new-hire screening requirements, and provided job specific training for new hires located in 6 different cities throughout Central Indiana; hired over 600+ candidates.
- Communicated to the different supervisors which new hires would be joining their team, and prepared the new hires with the correct information needed for their first store.
- Adhered to all administrative and compliance guidelines

Inventory Specialist, November 2013 – January 2014

- Went to on-site retail locations throughout Central Indiana to complete physical inventory counts with high accuracy under tight deadlines and zero interference with store operations
- Recognized for 100% attendance and for picking up additional shifts when needed.