**Chelsea D. Leopold**

**611 S. Porto Place • Anaheim, ca 92802**

**916.217.8889 • chelseadeonne@gmail.com**

**summary**

Extensive experience in organizing data entry, sustaining inventory, handling multiple phone extensions, overseeing monetary transactions, multi-tasking, and working well under pressure to deliver within given timeframe.

**Qualifications**

14+ Years Experience:

Office/Clerical, Reception, Transactions, Customer Service, Problem Solving

Typing (95+ WPM), 10-key

Computer Skills:

HTML, CSS, Microsoft Office, Web Browsing, ACSS (Automated Customer Support System,) ACSS Web,

**Work of experience**

**November 2007 – June 2014 Verizon Wireless Call Center Rancho Cordova, Ca**

***Customer Service Representative***

Handle calls concerning billing issues, troubleshooting, equipment, activations, fulfillment and other related issues. Work through escalated concerns and credit accounts when applicable. Manage time efficiently

**September 2007 – November 2007 The Melting Pot Rocklin, Ca**

***Food Preparation***

**January 2007 - August 2007 La Paz Spa Laguna Hills, Ca  *Manager & Esthetician***

Office Manager

Operations Coordinator, Sales, Receptionist, Facilitate State Board requirements, Accounts Payable/Receivable, Data Entry, Filing, Personnel Records

Esthetician

Facials, Body Waxing, Body Treatments

**May 2004 - December 2006 Matzco Enterprises Anaheim, Ca**

***Front Desk***

Heavy phones, Reception, Shipping & Receiving, Opening & Closing Procedures

**January 2002 - May 2004 Painting Plus Corona, Ca**

***Receptionist & Laborer***

Receptionist

Phones, Data Entry, Inventory Records

Laborer

Demo, Painting, Interior Moulding, Laying Tile, Landscaping, Clean-up Crew

**education**

**March 2015 - Present Irvine, Ca**

LearningFuze – Web Development

**September 2005 - June 2006 Lake Forest, Ca**

Lake Forest Beauty College - Cosmetology License

**September 2004 - June 2005 Norco, Ca**

Riverside Community College, Computer Information Systems, Business Administration

**September 2000 - June 2004 Anaheim, Ca**

Loara High School, High School Diploma