Mckenzie Gardner

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# Qualifications Profile

* Dedicated, focused administrative professional offering significant experience in self-directed positions requiring effective support, secretarial, and administrative abilities. Proven interpersonal, communications and multi-tasking skills. Adaptable team player recognized for willingness to learn.

**COMPUTER SKILLS** Adobe Illustrator, Photoshop, Outlook Express, scanning technology, Lotus Notes, CMS, DBA, Internet proficient

# Education

**Asnuntuck Community College** – **Enfield, CT *2011-Present***

***Computer Science***

* Studying Software Development
* Database Management

# Manchester Community College– Manchester, CT 2009-2010

### Liberal Arts & Science

# Professional Experience

**CAROUSEL INDUSTRIES, Windsor, CT 10/2010-9/2011**

***Sales Support Coordinator***

* Provide Administrative support to assigned Sales Representatives and ensure customer satisfaction to the highest degree possible.
* Receive telephone/email requests for price quotations, purchase orders, order changes, adjustments and cancellations directly from customers, sales reps or various departments.
* Makes quotations, writes orders, and relays pertinent order information
* Coordinate with other departments to ensure proper service to customers
* Contact vendors in order to locate requested items to meet a customer’s delivery requirements
* Use Tiger Paw to retrieve customer information, stock, and status of purchase orders.
* Handle the needs of sales representatives and customers in a timely manner.

**INTERGO, New Britain CT 1/2010-10/2010**

***Customer Service Representative/Shipping Manager***

* Provided support to the sales/marketing team, ensuring all sales and service objectives were met.
* Responsible for all customer service in the airfield lighting/shipyard market, duties included answering customer queries, problem solving and providing detailed information on new products.
* Performed research for future growth projects.
* Prepared monthly sales reports for the sales team and executives.
* Generated repeat business through successful client follow-up.
* Handled all national/ international shipping.
* Achieved 99% customer satisfaction in high-pressure environments.
* Recognized for outstanding relationships with customer.

**Chrysalis Center Hartford, CT 9/2010-1/2010**

***Receptionist***

* Provide phone and door receptionist duties.
* Provide backup interoffice mail courier, and assistance with distribution of other mail, as needed.
* Maintain staff in/out logs.
* Provide general office support to the administrative staff, including copying, faxing, typing and shredding and other special projects as assigned.
* Maintain visitor logs/sign in/acknowledgements.
* Ensure that the waiting area is neat in appearance.

**Cantor colburn, Hartford, CT 3/2007−10/2007**

##### **Legal Assistant**

* + Oversee administrative affairs for the entire department; consisting of 7 lawyers
  + Manage all aspects of accounts receivable; billing, documentation, etc.
  + Construct and deliver legal documents to clients for signature or viewing purposes
  + Accountable for file maintenance, data entry, and book/internet research as requested
  + Provide phone coverage, meet and greet office guests and follow-up on availability inquiries.
  + Administer incoming/outgoing mail.

**UNITED HEALTHCARE**, Hartford, CT    9/**2006 –3/ 2008**   
**Employer Installation Specialist**

* Installed cases on applicable systems; tested system benefits; served as a technical resource to business partners and co-workers; developed and improved existing processes and tools
* Define benefits in **i**nternet **B**enefits **A**t **A** **G**lance (**iBAAG**).
* Assisted workgroup in developing case structure
* Contributed to success of Customer Implementation through active team participation in new business Account Management Teams(s) and the Customer Implementation workgroup

**Day Berry & Howard LLP. 10/2002-3/2004**

***Records Assistant***

* Maintains customer confidence and protects operations by keeping information confidential.
* Produces information by transcribing, formatting, inputting, editing, retrieving, copying, and transmitting text, data, and graphics.
* Contributes to team effort by accomplishing related results as needed.
* Heavy Data Entry
* Maintains historical records by filing documents.
* Daily preparation of files for attorneys