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05.2015
Current**Duncan Solutions** *Milwaukee, WI | 888.993.8622***Workflow & Workforce Manager**

- ◇ Streamlined contact center metric reporting from multiple sources—Intersystems Cache Database, MS SQL Server Databases, MS Access Databases & SharePoint Lists—reducing daily update time by 60%
- ◇ Built MS Access apps with VBA code to improve data collection & reporting—needs discovery, building, testing & maintenance
- ◇ Project management
- ◇ Streamlined monthly client reporting—reducing time to completion by over 25%

04.2012
05.2015**Fox Bros Piggly Wiggly** *Slinger, WI | 262.644.5281***Customer Service Manager**

- ◇ Ensure a superior customer experience
- ◇ Process returns & exchanges
- ◇ Manage & train Front End team members
- ◇ Complete & deliver performance reviews
- ◇ Write weekly schedule for Front End
- ◇ Product Ordering
- ◇ Balance tills, safe & daily bookwork

01.2012
02.2011**Potawatoni Bingo Casino** *Milwaukee, WI | 800.729.7244***Vault Main Banker**

- ◇ Replenish funds in ticket redemption machines
- ◇ Implemented plan that reduced scheduled ticket redemption machines down time by 50%
- ◇ Process exchanges, buys and deposits for currency, coin & chips
- ◇ Count & balance vault monies

**Customer Service****Team Work****Critical Thinking****Communication****Computer Skills**

MS Access



VBA



SQL

