

## **QUALIFICATIONS:**

- Exceptional organization skills with strong emphasis on orderly work environment
- Strong verbal communication skills with the ability to communicate effectively with office personnel and customers
- Ability to follow daily routine as well as handle unscheduled tasks that occur throughout the day with an emphasis on follow-through
- Willingness to learn different business software and processes
- Proficient in Microsoft Word, PowerPoint, Excel, and Outlook

## **EDUCATION:**

University of Wisconsin-Stout, Menomonie, Wisconsin

Major: Business Administration      Emphasis: Marketing and Sales

Bachelor of Science Degree, December 2009

## **CERTIFICATIONS:**

- Ford Certified Sales Consultant
- Ford Certified Master Service Consultant

## **BUSINESS AND OFFICE EXPERIENCE:**

### **IT- Support at Eau Claire Ford: Eau Claire, WI — July 2013 to Present**

- Assisted Sales and Service staff with keeping their computers up to date and working effectively
- Received inbound emails from customers and responded in a timely fashion
- Kept website updated with current specials, information, employees

### **Sales Associate at Eau Claire Ford: Eau Claire, WI — January 2013 to July 2013**

- Built relationships with new and returning customers
- Responsible for maintaining a positive atmosphere for customers and employees

### **Service Advisor at Eau Claire Ford: Eau Claire, WI — January 2007 to January 2013**

- Acquired a high level of functioning knowledge in our business software ADP.
- Acted as a liaison between service guests and vehicle technicians.
- Worked with service guests to ensure their vehicle was diagnosed and serviced as quickly as possible to meet their expectations.