

LINDSAY A WOLFGRAMM

1003 OLDHAM DR
NSL, UT 84054-6009
Home Phone: 801-633-4052
lsaywolfgramm@gmail.com

Career Summary

Astute, trusted, hard working professional over 7 years work experience refined learnt skills & abilities to perform exceptional quality work. Over 3 years administrative & 7 years customer service.

Employment

Vivint
Inventory Control Operations Analyst Lindon, UT
3/2013 - Present

Assists w/ manual adjustments & variances, maintain customer returns regularly, cell unit activation's & deactivation's, asset disposal virtual transacting, & pick audit functions. Investigate dept functionality's in hopes of finding better systematic processes w/ the goal of making tasks & duties more efficient. Helped develop & drive input into RMA process, provided feedback for new metrics & process improvements. Knowledge in programs Appolis & CMS. Astute learner, personable, professional.

Vivint
Order Processing Clerk Provo, UT
3/2012 - 3/2013

Proactive in provided assistance to technicians and team. Processed web orders, emails, & ensured all was done within dept as a whole. Compiled metrics via Excel spreadsheets for dept meetings helping forecast & project supply needs when low, to meet demands of orders. Sufficient knowledge of inv programs MTM & SalesPad. Knowledge of Customer Orders, Shipping/Receiving. Modeled ethical & business attire for dept. Highly known to build & maintain strong collaborative partnerships with others.

Vivint
Purchasing Provo, UT
8/2010 - 3/2012

Worked w/ vendors gathered quotes for items such as; printed goods, inv needs, & facility needs needed. Negotiated estimates to excellent terms saving money & bringing steady flow of business to vendor. Revised Vivint's Purchase Requisition, an outline agreement w/ vendor used company wide to be approved before purchase. Reconciled invoices via OnBase research discrepancy PO's, worked with AP. Saved over \$9k throughout year in printed goods with Staples. Knowledge of OnBase & Great Plains.

Orchard Cove
NA/CNA Bountiful, UT
12/2007 - 5/2008

Administered and provided specialty care with a highly skilled team for over 50 patients at this Orthopedic Rehabilitation facility with daily activities. Assisted in the development of new programs to help our patients reach improved and excellent levels of independence and get them on their way to full recovery. Familiarized myself with daily charting tasks and responsibilities within my scope of work as well as well as clerical processes within programs.

College Partnership (formerly known as Acentus)
Customer Service Salt Lake City, UT
8/2007 - 12/2007

Provided exceptional customer service to clients in search of direct financial advice for education purposes or personal debt. Scheduled local financial seminars across the U.S. for clients to meet with financial consultants, as well as local university counselors; who offered packages consisting of calculated budget materials and coaching to develop and setup realistic goals. Consistently achieved sales goals and was recognized for my clear communication skills and attentiveness.

Education

Utah Valley University

Orem, UT

*Currently Attending (Post Secondary): Pharmacy
Technician Major*

Skills / Equipment

Access

Hand-Eye Coordination

PowerPoint

Attention to Detail

Internet Navigation

Problem Solving

Basic Math

Inventory

Reading Comprehension

Computer Literate

Keyboarding

Teamwork

Critical Thinking

Medical Terminology

Ten Key

Customer Service

Microsoft Word

Windows

EXCEL

Organization

Additional Accomplishments

Completion of PCI DSS Training, and Security Awareness

Created Service Coverage Map used company wide for Vivint