

Contact

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Top Skills

Customer Service
Time Management
Sales

Certifications

Mastering Quickbooks Certification

Erin McGeevee

Customer Experience & NPS at Global Payments
Greater Denver Area

Summary

MBA Student and Team Lead; continuously growing my skills in business and information technology field. Enthusiastic, self-motivated and customer oriented with strong communication skills. Curious, eager to learn and willing to take on complex and ever changing tasks. Currently working on my MBA with a specialization in Project Management at the University of Denver.

Specialties: Communications and group involvement.

Experience

Global Payments Inc.
Customer Experience & NPS
October 2017 - Present (2 years 9 months)
Broomfield, Colorado

Monitors, evaluates and scores a specified number of calls each month for all clients in order to provide an overall assessment of call center and collections quality. Scores are then entered into a database for tracking and reporting purposes. Quality issues and performance measures are used to insure the highest level of customer service to cardholders while maintaining the integrity of the client.

RUPES S.p.A.
Human Resources Assistant
August 2016 - October 2017 (1 year 3 months)
Mead, Colorado

Provide timely and accurate payment processing by processing accounts payable checks semi-weekly.

Input credit and debits to the accounting system in support of the payable work.

Develop and maintain reports and files on the Accounts Payable processing.
Develop and maintain reports and files on asset and liability account balances.

Ensure accurate balancing from a corporate perspective of teller input from our ten financial centers.

Develop and maintain regular reports via the company's accounting system.

Provide excellent customer service to Customers and Vendors through open communication.

Provide Accounting/back office support/Cross functional teamwork

Develop and implement policies and procedures for all employees.

Proficiency in Quickbooks, PipeDrive, Microsoft Word & Excel, and FishBowl.

Whole Foods Market

Front End Team Leader

October 2015 - April 2016 (7 months)

Boulder, CO

Set and achieve the highest standards of retail execution.

Help foster a positive work environment of outstanding teamwork, mutual respect, and exceptional morale.

Partner with Team Leader to select, train, develop, mentor, motivate and counsel Team Members in a manner that builds and sustains a high-performance team and minimizes turnover.

Model and deliver outstanding customer service.

Follow through on all customer questions, requests, and resolve concerns as needed.

Maximize productivity and efficiency through proper scheduling.

Develop and maintain creative store layout and product merchandising.

Work with the Team Leader to achieve sales, margin, expense, and labor targets.

Follow and comply with established procedures, including Weights and Measures, health and sanitation, and safe work practices.

Keep all cases and shelves clean, well-stocked and properly rotated.

Demonstrate advanced product knowledge; maintain awareness of new products and regularly incorporate new products into the overall product mix.

Apple

Specialist

October 2014 - July 2015 (10 months)

Boulder, CO

As a Service Specialist, I helped new owners get started and current ones get quick, efficient support — developing strong, positive relationships with Apple. When a customer needs assistance, I quickly assess their situation. Sometimes I took care of customers with advice or a solution on the spot,

using my knowledge of current Apple technology to help with iPod, iPhone, and iPad devices. At other times, I refer customers to support team members who get them up and running again. I even provide personal training for new customers, helping them acquire the basic skills they need to get started on photo, video, and music projects. The entire store team benefited from my commitment to providing the best care for customers. By helping Apple maintain strong relationships with customers, I am instrumental to our success.

Wright Kingdom

Project Manager

February 2012 - January 2015 (3 years)

Longmont, CO

Responsible for maintaining current listings, preparing newsletters and flyers, and updating current contract status and closings. Assisted with open houses and related tasks to support senior agents.

Maintain project milestone schedules and ensure follow-up assignments and deliverables are completed.

Coordinate environmental, regulatory, permitting and zoning teams (internal and external) for the successful and timely execution of key development deliverables.

Communicate project progress and facilitate close coordination across internal team and external partners to ensure that critical development steps or deliverables are not missed.

Identify roadblocks and help develop solutions to keep project timelines on schedule.

Complete operational and administrative projects, including building online file-sharing datarooms, tracking costs, data and outcomes, maintaining detailed documentation, and managing and creating spreadsheets.

Attend and monitor weekly business development and construction progress meetings.

Provide administrative support to the development, finance and permitting teams, and across other areas in the office as needed.

Help create and refine digital and print marketing materials used in bid proposals, conferences and other new business solicitations.

Enter and maintain key project/listing data using cloud-based document management and relational databases.

Review and aggregate project diligence for new developments and acquisitions.

Education

University of Denver

Master of Business Administration - MBA · (2018 - 2020)

University of Colorado Boulder

Bachelor's of Science, Biology · (2009 - 2015)