

EDUCATION

MEGAN SWENSON

(801) 573-6116 | mrsmeganswenson@gmail.com

I am extremely detail-oriented, thorough, and have been known to be called a perfectionist. I love the satisfaction of a job well done and strive to be the best I can be in everything I do. I communicate clearly with the people I work with as well as with customers I serve. I am well written, and I see a job through until it is finished. Once I learn a new skill, it stays with me well and I can perform it efficiently. I am self-motivated and love a challenge.

Aramark for eBay
2018 - 2019

HELPDESK ASSOCIATE

Operate as the one-stop help and resource center for all eBay employees working in North America. Manage the reservations and events for 27 configurable conference rooms at 7 different eBay sites. Collaborate with facilities management, security teams, regional managers, and executive admins to accommodate the needs of all eBay employees. Field high volumes of emails, phone calls, and emergency requests. Oversee all expenses made by the facilities department and create weekly expense reports for all facilities-related purchases using Concur.

iPayables, Inc.
2011 - 2013

SUPPORT LEAD

Oversee entire Support Department and assist team members with questions and concerns. Answer phone calls, respond to emails and live chats, and assist vendors and customers with general questions about user interface. Write queries using SQL to send to admin to run updates in the system. Test a check-list of updates in user interface before pushing update into Production. Search for ways, based on prevalent issues, to update user interface to make it easier for vendors and customers to use and execute those updates with the help of team members.

Progressive Eyecare
2011

RECEPTIONIST

Answer phones and give information to calls, take messages, and transfer calls to appropriate individuals. Greet patients and callers and handle their inquiries or direct them to the appropriate persons according to their needs. Set up and maintain paper filing systems for records, correspondence, and other material. Complete forms in accordance with company procedures. Schedule and confirm appointments for clients. Provide services to customers such as order placement and account information. Call insurance companies and retrieve insurance details to count against patient costs.

Utah Valley University
2008 - 2011

ASSOCIATES OF SCIENCE

Completed all requirements in General Education with a few elective credits mixed in.