Mary Armendariz

Customer Service / Tech Support - ADT Security Services - Aurora Co
Lakewood, CO
Franarmendariz@yahoo.com
720 296-1361

Work Experience

Help Desk Support Agent
NuAxis Innovations - Lakewood, CO
September 2018 to Present

Inbound / Outbound Help desk for tech support and HR support for federal employees.
Worked with numerous different systems to help federal employees with tech or payroll issues.

Customer Service / Tech Support
ADT Security Services - Aurora Co - Aurora, CO
January 2018 to Present

Inbound tech support for residential security systems.
Assisted customers with billing or account questions.

Owner
Colorado Cleaning Professionals
2016 to 2018

Negotiated contracts for cleaning for commercial buildings.
Worked with building owners and my crew to ensure cleaning needs were completed.

Home Advisor - Inside Sales
2014 to 2016

Worked with home improvement contractors for enrollment in Home Advisor.
Inbound and outbound calls.

Inside Sales Agent
American Medical Sales and Repair Centennial Co - Centennial, CO
2013 to 2014

Receive inbound calls to convert to sales.
Outbound calls to establish relationships with medical offices.
Create and build a team to help build sales.

Inside Sales Agent
FirstStreet Lakewood, Co - Lakewood, CO
2012 to 2012

Receive inbound calls to convert to sales.
Outbound calls to Firststreet Customers.

Insurance Sales Agent

Life Quotes Darien - Darien, IL
2010 to 2012

Quickly became top sales agent
Usually doubled minimum sales quota.
Worked remotely with clients to write and process applications
Inbound and outbound calls.

Top sales agent

New York Life Ins. Company Arvada, Co - Arvada, CO
2007 to 2010

Financial Services Professional
Marketed to mostly young families and consumers nearing retirement.
Top sales agent for many months.

State of Colorado Boulder, Co - Boulder, CO
1995 to 2005

Information Technology Professional
Supported 25-40 networked users.
Administration and Maintenance of web accessible database.

Education

B.A. in Information Technology and Computer Science

University of Phoenix Online
2000 to 2005

Skills

Customer Service, Tech Support

Certifications/Licenses

Driver's License