

# Katerina Tzoumis

## **BUSINESS ADMINISTRATION/TECHNICAL SUPPORT/SYSTEMS/QUALITY ASSURANCE**

Fox Lake, IL

[katerinatzoumis5\\_nzv@indeedemail.com](mailto:katerinatzoumis5_nzv@indeedemail.com)

847-401-7718

I am a very dedicated, detailed and diligent individual who always focuses on exceeding all expectations with the upmost quality standards. I continually strive to better myself and stay on point with the latest advances in technology in order to promote efficiency in the workplace. I am open and eager to learn new policies and concepts and apply them in not only the workplace but in every day life. I believe a strong work ethic and a kind, patient and confident demeanor will always promote success.

Authorized to work in the US for any employer

## Work Experience

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### **SYSTEMS SUPPORT ANALYST/ BUSINESS SYSTEM ADMINISTRATOR**

Idealease - South Barrington, IL

August 2019 to Present

- Oversee employees within department in day-to-day tasks and duties.
- Technical Support Liaison for corporate location.
- Systems Administrator for corporate location.
- Manage company business system (IBS).
- Implement updates to company business system.
- Aid in programming and implementation of business system web conversion.
- Aid in programming, testing and implementation of business system mobile conversion.
- Conduct remote sessions with clients.
- Manage and diagnose client issues through ticket system.
- Onboard new clients to business system and other company databases.
- Conduct webinar training courses for company employees.
- Conduct Microsoft Office training courses for company employees.
- Conduct meetings with members of department and upper management to discuss implementations and company trends.
- Conduct testing and audits of company business system and various company databases.
- Single Point of Contact for company's President's Club program.

### **QUALITY ASSURANCE ANALYST SUPERVISOR/TECHNICAL SUPPORT**

DOVENMUELE MORTGAGE, INC

July 2017 to May 2019

- Oversee employees within department in day-to-day tasks and duties
- Technical Support liaison for entire Claims Department (80+ people)
- Handled all department escalations
- Held interviews
- Managed team time cards & over time

- Held training sessions for employees within and outside department on tasks/duties & reports/audits
- Held training sessions for employees within and outside department in advanced computer applications, Microsoft Office software (primarily Microsoft Excel & Access) and databases used primarily at Dovenmuehle Mortgage, Inc. (15+)
- Held meetings with upper management to review reports/audits and trends within department
- Validated all reports/audits completed by department prior to submission to upper management
- Delegated tasks/duties within department employees
- Developed, improved & implemented reports/audits, tasks, policies & procedures to promote accuracy and efficiency within company

## **CUSTOMER SERVICE REPRESENTATIVE III/QUALITY ASSURANCE/TECHNICAL SUPPORT**

DOVENMUELE MORTGAGE, INC

February 2016 to June 2017

- Handled incoming/outgoing client calls utilizing proper policies & procedures and ensuring quality assurance
- Technical Support liaison for entire Customer Service department (60+ people)
- Handled assist calls for fellow employees
- Handled escalated calls alongside management
- Exceeded call count & quality expectations of department daily/monthly/quarterly
- Held training sessions for employees within and outside department in advanced computer applications, Microsoft Office software (primarily Microsoft Excel & Access) and databases used primarily at Dovenmuehle Mortgage, Inc. (15+)
- Trained employees within department on tasks/duties
- Trained employees within department on quality standards & department expectations
- Developed, improved & implemented tasks, policies & procedures to promote efficiency and quality within department
- Monitored calls & procedures within department to ensure quality standards
- Provided reports/audits to upper management in regards to employee & department performance and trends

## **OFFICE ADMINISTRATOR/MANAGER**

ADVANCED AUTO WORKS, INC

August 2015 to January 2016

- Managed office for a local business owner
- Updated office software & implemented new programs to schedule appointments & track orders
- Transferred manual files into electronic copies
- Handled all appointment scheduling
- Handled all escalated matters
- Handled all internal/external transactions in regards to appointments, inventory, work orders, --etc.
- Implemented department budget & developed electronic tracking logs
- Trained employees on office tasks/duties & Microsoft Office software and software used within office (8 programs)

## **BDC SUPERVISOR/TECHNICAL SUPPORT**

ANTHONY BUICK GMC

March 2015 to August 2015

- Oversee employees within department in day-to-day tasks and duties
- Oversee employee/department daily/monthly/quarterly sales goals
- Handled all department escalations
- Held interviews
- Managed team timecards & over time
- Held training sessions for employees within department on tasks/duties
- Held training sessions for employees on sales techniques
- Held training sessions for employees within and outside department in advanced computer applications, Microsoft Office applications (primarily Microsoft Excel & Access), Google Office applications and various software used at company (6 programs)
- Completed reports/audits of company daily/weekly/monthly/quarterly/yearly sales figures
- Held meetings with upper management to review reports/audits and trends within department and discuss sales goals
- Validated all reports/audits completed by department prior to submission to upper management
- Delegated tasks/duties within department employees
- Developed, improved & implemented reports/audits, tasks, policies & procedures to promote accuracy and efficiency within company

## **BOUTIQUE ADMINISTRATOR/MANAGER**

PANDORA JEWELRY

August 2014 to March 2015

- Managed boutique for a local business owner
- Held interviews
- Updated office software & implemented new programs to schedule appointments, track client orders and inventory count
- Transferred manual clientele files into electronic copies
- Handled all appointment scheduling
- Handled all escalated matters
- Handled all internal/external transactions in regards to appointments, inventory, work orders, --etc.
- Implemented & developed electronic tracking logs
- Trained employees on boutique tasks/duties & software used by store location (4 programs)
- Trained employees on product details
- Trained employees on sales techniques
- Oversee boutique daily/monthly/quarterly sales goals
- Managed boutique employee timecards & overtime

## **DEPARTMENT MANAGER**

WALGREENS

April 2014 to August 2014

- Oversee employees within department in day-to-day tasks and duties
- Handled all department escalations
- Held interviews
- Managed team timecards & over time
- Held training sessions for employees within department on tasks/duties
- Held meetings with upper management to review trends within department
- Delegated tasks/duties within department employees
- Developed, improved & implemented re & procedures to promote efficiency within department
- Trained employees on department policies & procedures

- Trained employees on sales techniques
- Oversee daily/monthly/quarterly sales goals

## Education

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### **Associate in BUSINESS ADMINISTRATION**

COLLEGE OF LAKE COUNTY

June 2018 to Present

### **None in BUSINESS ADMINISTRATION & ENGLISH LITERATURE**

CARTHAGE COLLEGE

September 2009 to December 2011

### **High school or equivalent**

GRANT COMMUNITY HIGH SCHOOL

2009

## Skills

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- Microsoft Office (10+ years)
- iOS (10+ years)
- Customer Service (10+ years)
- Management Experience (6 years)
- Training & Development (6 years)
- Technical Support (4 years)
- System Administration (4 years)
- Adobe Acrobat (10+ years)
- Crystal Reports (10+ years)
- Google Suite (10+ years)
- CRM Software (10+ years)
- Payroll Management (2 years)
- Accounting Software (2 years)
- Quality Assurance (4 years)
- SQL (4 years)
- Active Directory (4 years)
- Cash Management (10+ years)
- Presentation Skills (6 years)
- Sales Management (5 years)
- Administrative Duties (6 years)
- Legal Drafting (1 year)
- Schedule Management (10+ years)
- Operations Management (6 years)
- Windows (10+ years)
- Server Management (4 years)
- Analytics (6 years)
- Network Support (4 years)