

## Spencer Tonozzi-Chase

20197 East Dartmouth Drive, Aurora, Colorado 80013 303.204.2211

Spencerchase1991@gmail.com

### Objectives

To use my experience and skills to fulfill a position which will provide me growth where I can become a productive member of a company. I have an excellent work ethic, initiative, commitment, and a proven asset in my working environment.

### Experience

Date of Employment : February 9, 2015 – Current

Company name : **SME – Society for Mining, Metallurgy and Exploration**

#### Personify Administrator

- Advanced Data Entry
- System clean-up and maintenance
- Reporting – General and Specific data
- Creating and updating spreadsheets for all company departments
- Recovering data – Old and Missing files
- Compare data to multiple systems
- Computer software trainings
- Business Objects and SQL management
- Complete Ticket requests from staff members and customers
- Trouble shoot system errors
- Support for off-site meeting registration and sales
- Identify duplicated records and merging
- Website programming (HTML, CSS, Kentico)
- Warehouse shipments and inventory

#### Administrative Assistant

- Developing membership packet processes and mailings which included member cards, personalized certificates, recruitment campaign materials, retention campaign materials, etc.
- Organized and mailed out “Years of Membership” gift program
- Respond to inquiries from members and prospective members via phone, e-mail, and/or mail as needed.
- Open/distribute mail and prepare payments for accounting.
- Coordinates mailings/projects from other departments
- Data entry for the IT Department for the conversion of new AMS – Personify
- Gathering of survey results from Annual Meeting
- Answer phones at the front desk and transfers to appropriate departments
- Scheduling appointments
- Answer door for Deliveries and Vendors
- Processing, payments and filing new member application

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### Experience

Date of Employment : September 2012 – January 2015

Company name : **Celebrity Lanes and Jackson's Hole**

### Customer Service Representative and Server

- All front desk responsibilities, greeting customers, assigning of sections, sales
- Collecting payment
- Greeting and taking care of an assigned section
- Pushing sales and specials
- Handling hand bank (cash register in pocket)

### Experience

Date of Employment : February 2011 – September 2012

Company name : **Starbucks**

### Barista

- Coffee specialist
- Cashier and customer service
- Hourly assigned responsibilities

### Experience

Date of Employment : January 2012 – October 2012

Company name : **Blackstone Country Club**

### Server, Barista & Banquet Captain (Seasonal)

- Poolside Server and Barista
- Wedding and Dinner Coordinator
- Member Sales

### Experience

Date of Employment : August 2009 – August 2011

Company name : **Target**

### Customer Service and Warehouse

- 4 a.m. Truck unload and merchandise sorting
- Shelf replenishment and facing
- Cashier and credit card/cash handling
- Customer Service Counter and Returns
- Support in Bakery and Starbuck Café
- Backroom stock, handling of boxes and products (min 50lbs)



## Spencer Tonozzi-Chase

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### Academic Education

Dates of Attendance : August 2005 – May 2009

Ponderosa High School

Dates of Attendance: March 2019 - Current

University of Denver

### Training

Personifest April 17 – 20, 2016 Tampa, FL

Personifest April 2 – 5, 2017 San Diego, CA

Basic SQL Classes May 8 - 10, 2017 Denver, CO

Personifest April 6 – 9, 2018 Austin, TX

HTML and CSS Coding August – October 2018 Denver, CO

### References

**Steve Lawson, Special Events and Meetings Manager**

**Westin Hotel Tabor Center**

**303.572.9100**

**Leslie Chase, High Visibility Law Enforcement Manager**

**CDOT - Colorado Department of Transportation**

**303.503.8670**

**Tim Reagan, Principal Consultant**

**Reagan Marketing Operations**

**703.399.1417**

**Paul Hoiberg, IT Director**

**SME Inc.**

**303.886.1691**