**Rena Echols**

5344 S Indiana Ave, Apt 3.│Chicago, IL 60615 │ (618)203-6451│ rena.773@hotmail.com

Dear Prospective Employer:

In the interest of exploring employment opportunities with your company I have enclosed my current resume for your review and consideration. I am confident that my current skills, educational background and practical work experience can be put to a valuable use at your company. My experience in dealing with the public and my ability to adapt to a challenging environment with all levels off management will make me an immediate asset and will enable me to contribute to your company operational goals.

My ambition is to associate with a company that demands excellence while providing long term opportunities for personal growth and advancement. I would appreciate the opportunity to discuss in greater detail how my qualifications can be utilized to benefit your company.

I can be reached at the above address and phone. Thank for your time and attention in advance and I look forward to hearing from you in the near future.

Sincerely,

Rena Echols

Enclosure

**Rena Echols**

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**OBJECTIVE**

**Project Management position with a focus on Team Leadership, Analysis and Billing**

**SUMMARY OF QUALIFICATIONS**

* Organized and goal-oriented, with more than 10 years’ experience in providing exemplary customer service skills.
* Skilled in building excellent rapport with clients and team members.
* Computer skills include: MS Word, Excel, Access, Project, Publisher, PowerPoint and Internet research.

**Professional Experience**

**SMS Assist August 2013- Present**

*Billing Manager*

* Assign/Manage the day to day work load for team members
* Maintain accurate PTO request calendar and submit to upper management for approval
* Handle all Helpdesk Request Tickets
* Address and resolve any disciplinary issues with team members
* Track individual daily goals for each team member
* Address with team members any issues with Daily Goals/ work accuracy
* Address issues with vendors/client
* Address issues with Operation Staff
* Audit invoices for accuracy before submitting to clients

**United States Postal Service March 2012- July 2013**

*Postal Support Employee*

* Provided sales and customer service support
* Handled and processes customer purchases and returns
* Balanced cash drawer at the end of the shift

**Tribune May 2011- March 2012**

*Inbound Advertising Rep*

* Assisting customers with placing various advertisements
* Answering inbound calls, fax and emails across multiple markets
* Helping customers locate ads online and print

**Career Education Corporation-May 2010-January 2011**

**Comcast-December 2008-August 2009**

**Unum-September 2006-September 2008**

**Education**

**Southern Illinois University  *B.S. Business Management* August 2005**