

Tracy L. G. Bragdon

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603-477-8461

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Administrative Support - Customer Service - Technical Support

Profile

- Highly analytical and detail-oriented with strong problem solving skills.
- Able to handle multiple tasks of varying priorities. Strong work ethic.
- Provider of superior customer service exceeding customer expectations. Able to work well with diverse population. Sensitive to concerns of privacy and confidentiality.
- Work well with others as well as independently. Enjoy learning and being challenged.
- Solid computer skills with experience with applications on both Mac and Windows.

Professional Experience

Inside Sales Coordinator, Powers Generator, Swanzey, NH

Feb 2011 - present

Handle inbound inquiries from residential, commercial and municipal customers, as well as electrical contractors. Using active listening skills, manage conversational flow to prequalify prospective standby generator customers. Provide easy to understand explanations of options and features of technical equipment to non-technical customers. Schedule on-site visits for pre-qualified customers in a manner to utilize sales reps time and resources efficiently. Provide quotations, address customer questions, and build relationships for repeat business and referrals. Interface with other departments including Accounting, Installation and Service. Train other personnel and document internal processes. Update content on Wordpress website; modify existing in-house python applications; other special projects on as-needed basis.

Business Owner/Operator, Brick Farm Ice Cream, Unity, NH

Summers, 2001 - 2012

Perform all aspects of operating a seasonal homemade ice cream stand. Handle all hiring, training, scheduling & supervision of nine part-time teenage employees. Perform all bookkeeping including payroll, tax filings and accounts payable. Perform marketing functions and website development and maintenance. Track inventory, order and receive supplies, develop ice cream recipes and produce ice cream.

Software Engineer, Scientific Toolworks Inc., Lebanon, NH

1997 - 2001

Member of small team developing software applications for use by software engineers.

Work Order Coordinator, National Field Representatives, Claremont, NH

1995 - 1997

Coordinate work for property maintenance nation-wide for mortgage companies. Adhere to guidelines established by regulating agencies guaranteeing the mortgage. Provide same-day status reports to customers.

Senior Software Engineer, Digital Equipment Corporation, Maynard, MA

1984 -1995

Responsible for software design, development, support, maintenance, and user documentation of proprietary CAD tools used for physical layout of printed wire boards.

Education

Bachelor of Science in General Engineering, Northeastern University, Boston MA 1984

Computer Science Curriculum

Graduated with Honors; Member of Women's Varsity Crew

References

References will be furnished upon request.