resume\_1@gmail.com  
982.338.6411

Customer Service Supervisor/Tier - Isabella Catalog Company  
South Burlington VT - Email me on Indeed: indeed.com/r//49f8c9aecf490d26  
WORK EXPERIENCE  
Customer Service Supervisor/Tier  
Isabella Catalog Company - Shelburne VT - August 2015 to Present  
2 Customer Service/Visual Set Up & Display/Website Maintenance  
 Supervise customer service team of a popular catalog company  
 Manage day to day issues and resolution of customer upset to ensure customer satisfaction  
 Troubleshoot order and shipping issues: lost in transit order errors damages  
 Manage and resolve escalated customer calls to ensure customer satisfaction  
 Assist customers with order placing cross-selling/upselling of catalog merchandise  
 Set up and display of sample merchandise in catalog library as well as customer pick-up area of the facility Website clean-up: adding images type up product information proofreading  
Administrative Assistant /Events Coordinator/Office Services Assistant  
Eileen Fisher Inc - Irvington NY - February 2014 to July 2015  
Support to Director of Architecture and Architecture Coordinator in all daily activities including: preparing monthly expense reports scheduling calendar maintenance arranging all aspects of travel/logistics catering interior design research projects  
 Manage event set ups through entire process for two Eileen Fisher corporate locations  
 Catering overseeing set up walk-thru of space with client review event forms with facilities team Daily management of two professional calendars that require heavy scheduling  
 Office services that include: companywide room reservations office supply orders  
 Filtered calls to the Chief Creative Officer/Owner of the company  
Temp Assignment  
OrthoNet - White Plains NY - December 2013 to February 2014  
Office Services Assistant/Receptionist  
 Managed heavy call volume for orthopedic specialty benefit management company  
 Directed heavy daily incoming mail flow  
 Processed daily checks and entered data into Excel to generate totals for accounting reports  
Executive Personal Assistant  
Westchester NY - January 2012 to December 2013  
Home Office Assistant/ Personal Assistant  
 Provided professional office support to three established Psychologists in the New York area Carefully handled personal and confidential patient information  
 Organized uncluttered and simplified office space to create a more user-friendly atmosphere Coordinated and researched all travel related details (flights hotels visas cars etc.)  
 Managed personal errands phone calls and emails.  
 Responsible for mail processing and bank deposits while Psychologists were traveling  
Customer Service Representative/ Account Manager  
CM Almy & Sons Inc - Greenwich CT - January 2007 to January 2012  
   
Greenwich CT January 2007 - January 2012  
Customer Service Representative/ Account Manager  
 Provided a high level of customer service to clergy and church members of all denominations  
 Answered heavy call volume and assisted customers in a highly efficient manor  
 Assisted customers with overall design of garments final decision making of church item purchases Managed and maintained a large account database with daily phone calls to customer accounts  
 Responsible for tracking large shipments and also replacement of lost or damaged items  
435 Dorset Street \* South Burlington VT 05403 \_ 914.564.4381 \_ Aimeerblair319@gmail.com  
Administrative Assistant to Chief Financial Officer  
Coalition to Salute Americas Heroes - Ossining NY - January 2005 to January 2007  
Ossining NY January 2005 - January 2007  
Administrative Assistant to Chief Financial Officer  
 Interviewed military veterans and their families to be considered for financial aid Reviewed a highly confidential database for candidate  
 Mediated discussions between military veterans and collectors  
 Arrange final payouts for debt incurred during time of injury  
 Finalized paperwork for award payouts  
 Coordinated travel and logistics for large sponsored events  
 Assisted disabled veterans during events  
 Provided basic administrative support  
Administrative Assistant to Sales Team/ Trade Show Coordinator  
Leo Electron Microscopy - Thornwood NY - May 2000 to August 2003  
Thornwood NY May 2000 - August 2003  
Administrative Assistant to Sales Team/ Trade Show Coordinator  
 Communicated general information and provided quotes to high end buyers  
 Worked closely with a team of sales associates arranging meetings with potential buyers  
 Prepared final proposals and closing sale information on purchased electron microscopes  
 Arranged all aspects of travel and logistics for trade shows within the United States and Canada.  
 Attended trade shows with sales associates and scientists to insure all electron microscopes arrived safely for set up  
 Assisted with demonstrations and close of sales on trade show floor  
Artist Charles Fazzino 3D Pop Artist  
Charles Fazzino - New Rochelle NY - 1993 to 1996  
and 2003-2005  
Freelance Artist  
 Assembled 3 dimensional piece-art on a weekly basis from home office  
 Responsible for detailed finishing work and making pieces presentable for purchase in galleries world-wide  
EDUCATION  
AAS in Visual Arts  
Westchester Community College - New York NY School knowledge  
ADDITIONAL INFORMATION  
Providing more than 15 years of combined office services with a focus on Administrative Assistance Customer Service Event Coordination Trade Show Coordination and Facilitating