**Melissa Geurts**

 120 Primrose Lane Green Bay, WI 54311

(920)655-0950 – melissageurts@yahoo.com

**SKILLS AND ACCOMPLISHMENTS**

* Strong Customer Service skills
* Ability to create office procedures and systems to run an office of any size in an organized efficient manner
* Resourceful, able to assess office systems and make recommendations for improvement
* Successful record for being punctual, dependable, compassionate, caring and respectful
* Strong organizational and multi-tasking skills
* Typing Speed; WPM 32-43
* Proficient in Microsoft Productivity software: Word, Excel, Access, Windows Intro. PowerPoint

**EDUCATION**

**Northeast Wisconsin Technical College**, Green Bay, WI

*Administrative Assistant Professional* May, 2016

Certificates: Customer Service Professional, Office Professional, Daycare Teacher and CNA

**EXPERIENCE**

*Alorica, Green Bay, WI*07/2016 to 02/29/2020

**Customer Service Representative**

* Developed excellent customer service skills
* Upselling Products and services to customers
* Strong organizational and multi-tasking skills
* Talking to the customers through email or chat to resolve their issues
* Staying calm and helpful when the customer are upset
* Escalating customers complaints to a manager when necessary
* Performed other duties as assigned by the team leader

*Transformation House Inc. Internship,* Green Bay, WI

**Office Assistant** 01/2016 to 05/2016

* Organized documents, set up a filing system to insure that they were in a proper order
* Wrote accurate phone messages and edited business letters
* Strong communications skills including active listening and email correspondence
* Proficient at mail merge
* Developed excellent customer service skills
* Operated all office equipment

*Northeast Wisconsin Technical College, Recruitment Office Internship,* Green Bay, WI

**Office Assistant** 08/2012 to 08/2013

* Organized documents
* Answered a multi-line phone and made transfers
* Demonstrated customer service skills as the first point of contact for the office
* Completed event planning documents for college visits for new students in a timely manner