**[Customer Service Human Resources](https://www.postjobfree.com/resume/ad150o/customer-service-human-skokie-il)**

**Location:**Skokie, IL

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**Resume:**

Amanda Abel

4819 Grove Street #2E

Skokie, IL 60077

773-709-5299

AmandaBAmazing78@gmail.com

Executive Administrator

Accomplished office manager/administrator/dispatcher, with over 20 years of solid experience, who aims to learn and grow with new challenges using professional skills to contribute efficiently to an organization’s growth. Skilled in revenue generation, product sales, customer service, accounting, dispatching, communication, human resources and customer retention.

Core Competencies

Office Manager, Customer Service, Dispatching, Order Processing/Data Entry, Revenue Generation, Accounting, Human Resources, Technical Support and Purchasing/Inventory.

Accomplishments

Performance:

Successfully managed/dispatched fulfillment center for 1-800 Flowers ascending from entry level to management position. Helped generate over $1 million in yearly sales.

Staff Development:

Performed interviewing, hiring, performance reviews, and training employees. Conducted sales and customer support staff meetings to ensure goals and objectives were being met.

Program Development:

Generated new sales leads incorporating marketing and advertising strategies. Initiated new service calls, installation and maintenance service packages to clientele. Networked a business/customer based referral system to link businesses with customers.

Professional Experience

Customer Service Representative & Dispatcher, Perfect Home Services/Aqua Plumbing, Heating & Cooling, Niles, IL 2021-2023

Successfully provided stellar customer service and sales generation communicating by phone, text or email adding revenue to the company, utilizing and working with many departments. Processing orders retaining and creating new customers utilizing Service Titan, Dial Pad, Slack, and Google software. Efficiently provided dispatching services – managing multiple technicians, customers, vehicles, geography, and schedules. Competently working in group atmospheres and individually to work toward company goals using company procedures, motto and morals.

Administrative Assistant, Beacon Hill Staffing / UMF Corporation, Skokie, IL 2021

Providing customer service by phone and email processing inbound orders to be fulfilled using Microsoft Dynamics GP & CRM Hubspot. Providing technical support for all office equipment & replenishing office inventory and shipping supplies managing inbound and outbound shipments – FedEx, DHL, USPS, UPS.

Office Manager, Designs by Carol, Mundelein, IL 2014-2020

Proficiently dispatching and managing drivers to fulfill daily flower delivery orders. Accounts payable, accounts receivable and payroll Office management including customer service, order processing, human resources, staff management, interviewing, hiring/ firing, and conflict resolution. Used Microsoft, DOS based accounting software, and multiple navigation programs.

Administrative/Human Resources Assistant, DB Schenker, Joliet, IL 2011-2013

Payroll processing, employee benefit submission, interviewing, hiring/firing employees. Administrative Office Management, including accounting. Enthusiastically provided professional and courteous customer service.

Education

AA Degree College of Dupage, Glen Ellyn, IL

High School Diploma Willowbrook H. S. Villa Park, IL

Service Titan, Dialpad, Slack, Google, Microsoft Dynamics GP, CRM Hubspot, QuickBooks, Microsoft Office Suite, MAC, Hardware & Software maintenance.