

Rebecca Kirk Barnhill

2248 Rockbridge Court Norcross, Ga 30093

barnhill2369@yahoo.com

Cell 678-847-1117

Objective: To secure a full-time receptionist/admin assistant or customer service position that would be rewarding for both my new employer and me.

Computer Skills: Basic knowledge of Microsoft office, Internet savvy and type 35wpm

Employment History:

Pull A Part Corporate – Doraville, GA **May 2009 to Present.**

Customer Service/ Call Center/ Dispatch

- Open Office daily
- Answer very heavy call volume covering 28 states
- Give accurate and appropriate information to customers to sale cars and handle complaints
- Provide customers with detailed vehicle quotes
- Dispatch drivers to various locations for vehicle pick-up
- Keep call logs for the call center and assist with the daily reports
- Provided impeccable customer service at all times
- Other duties that are assigned on a daily basis
- Assist with daily luncheons

Mahdavi's Rugs Exports and Imports – Norcross, GA **April 2007 - May 2009**

Customer Service, Shipping and Receiving Rep

- Prepared all International Shipping Documents
- Attached P.O numbers to all documents before shipping
- Created invoices in quick books
- Received payments
- Prepared Bill of Laden' s, shipping labels and packing documents
- Processed EDI orders
- Issued RMA numbers
- Gave ETR information to stores and customers
- Tracked orders via Fed Ex and UPS
- Answered customer service calls
- Scanned shipping documents into the syspro software system

- Dispatch
- Any additional duties assigned

CRDN Of Atlanta, Norcross, Ga

March 2005-April 2007

Receptionist, Admin Assistant

- Answered and routed all calls (15 lines)
- Managed Databases
- Customer relations
- Scheduled deliveries and pick ups
- Setting up all new accounts
- Signed for and distributed all fed ex, ups, and other incoming mail
- Verified Client Insurance information
- Set up new client folders
- Ordered office supplies
- Scheduled appointments
- All administrative/front office duties, typing memos, flyers, stuffing envelopes, etc...
- Other duties as assigned

Tropicana (Chase Staffing) – Norcross, GA

Oct 2004-March 2005

Receptionist, Customer Service Rep –

- Answered and routed all calls
- Input orders into system
- Processed all juice orders for convenience stores throughout Georgia
- Made sure that the correct amount of product was pulled in the warehouse, and ready to be loaded to trucks every evening
- Handled all sales calls
- Mail distribution, including Fed ex, and Ups
- Handled travel arrangements for managers, and catering for office functions
- Ordered all office supplies
- These and what ever else needed where my daily responsibilities

Affiliate Lending Corp. – Atlanta, GA

June 2002-Sep 2004

Administrative Assistant, Receptionist,

- Answer and route all calls.
- Answered 15 line phone system
- Ordered all appraisals and Title work
- Signed for and distributed all fed ex, ups, and other incoming mail.
- Updated and maintained all new affiliate files.
- Updated the company database of all loans..
- Scheduled all interviews for potential employees
- Running off all credit reports.

- Ordering all office supplies.
- Other duties as assigned

TMP Worldwide, Dunwoody, GA

Nov 1994-May 1999

Credentialing/Certification Line Supervisor

- Answered 800-line of about 50 to 60 calls each day.
- Assisted public with board certification of potential doctors.
- Aided hospitals and doctors offices in credentialing doctors for HMO' s and PPO' s.
- Keyed doctor' s information in company database to use for future reference.
- Supervised certification team of six.

Education History: *Jefferson Business College*

Business Administration 1988-1990

References: *Available upon request*