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| *Chelsea A. Andies* |

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# Objective

Seeking a position as a receptionist or administration assistant, I am highly motivated professional with more than 5 years of experience in customer service and administrative support, able to work under pressure and pay close attention to details in a fast-paced, time sensitive environment. Adept in prioritizing work and completing multiple task in a timely and professional manner. I am very organized and a fast learner. I have experience in management and leadership, I am a very dedicated worker.

Skilled in MS Word, Power Point, Outlook, Excel.

**Education**

Studies in Health Care Administration, University of Phoenix, Nashville, TN

* January 2010- January 2012, Degree Incomplete

High School Diploma, Sevier County High School, Sevierville, TN 37862

* August 2005- May 2009

**Experience**

## Receptionist | Smoky Mountain Dream Vacations | August 2016- October 2016

Managed receptionist area, including greeting visitors and responding to telephone and in-person requests for information, booking reservations.

Made copies, sent faxes, handling outgoing mail.

Performed all other duties as assigned including helping in the laundry, and packing cabin supply bags in a timely manner for the cabin cleaners.

## Contract Processor | Westgate Smoky Mountain Resort & Spa| May 2016- August 2016

Audited purchase agreements for Timeshare sales and prepared them for closings. I would review each document and make sure all information was legally correct before inputting the data, print and filed all documents, handled multi-line telephone between sales managers; sales representative; closing officers, scan all signed documents to corporate.

Managed the call log, assigning closing officers deals, accurately record each time from when the deal came into the contract processing department, to when the deal was completed being type, to when the closing officer picked the deal up from our department from the closing officers completely the deal. Calling the families or sales representatives to let them know that it was time for their closings and directing them to the correct office.

## Head-Waitress/Manager | Seymour Grille| February 2014- May 2016

Train new waitress and floor staff on guest service expectations, safety procedures, proper food handling, and restaurant protocols.

Monitor dining room to ensure optimal guest experiences.

Work with individual servers to improve performance.

Answer customer inquiries and resolve issues promptly.

Schedule wait and floor staff, approve time off, rescheduling shifts as needed.

Managed opening and closing duties, including restocking items and reconciliation of the cash drawer, closing and sending the credit card batch to the bank, making bank cash deposits, ordering inventory.

Effectively communicated with kitchen staff regarding customer allergies, dietary needs and other special requests.

Appropriately suggested additional items to customer to increase restaurant sales; answered questions about menu selections and made recommendations when requested.

**Sales Associate | Bath & Body Works| November 2010- March 2011**

Deliver excellent customer service with floor sales and assist customers with purchases, made recommendations when requested, gift-wrapping products upon request, and handling customer purchases on the cash register.

Help design and construct a monthly eye-catching window display and stock merchandise and organized the stockroom.

**Receptionist | The Realty Store, INC| November 2006- September 2010**

Entered and maintained property listings on websites such as

* GSMAR.com
* HomesandLand.com
* Loopnet.com
* Zillow.com
* Sublet.com
* Realtor.com

Assisting prospective tenants in the rental process; answering questions, collecting application fees, getting all legally documents if needed, and scheduling tours with the realtor, and meetings and conferences for tenants and owners with the realtors.

Assisted in the preparation of eviction paperwork when necessary.

Created maintenance work orders.

Monitor high volume of incoming calls and emails in a professional manner and handled mail distribution, faxing, scanning.

Accurately collecting and charging tenants for their weekly/monthly rent and making note in their file that each payment was made, as well as send each payment to the bank and closing the batch at the end of the day.

**ACTIVITIES**

**Independent Consultant, Thirty-One Gifts**

**September 2014- Present**

**REFERENCES**

**Katina Woods, Supervisor/Office Manager at The Realty Store, INC. 865-469-6973**

**Cynthia Gentry, Supervisor at The Realty Store, INC 865-640-6525**

**Savannah Baach, Co-Worker/Assistant Manager at Seymour Grille 865-617-8694**

**Judy L Jones, Owner at The Realty Store, Inc. 865-621-0006**