



JoEllen M Barton

Customer Service Manager

Over 20 Years of Customer Service with Large and Small Scale Companies

Proven ability to train, supervise and motivate, and evaluate customer service representatives

Upholds High Standards in Customer Service and Support; Takes Pride in Ones Work

People oriented; enjoy working directly with customers and the general public

Is a knowledgeable, creative, and highly organized office manager and office administrator. Has a keen eye for fine details and is able to multi-task effectively. Hardworking and energetic; flexible; adapts easily to change of environment and work schedule. Personable with a positive attitude; interfaces effectively with other colleagues and clients. Maintains an efficient work environment; leaves her project areas neat and tidy. Has the imagination and problem solving skills to think outside of the box, resolve issues and deal with challenges.

- People oriented; enjoy working directly with customers and the general public.
- Self-starter; can be depended on to complete a task under minimal supervision.

April Cornell Online, Burlington, VT

2009-Present

Customer Service Manager/Retail Coordinator

Managed both the United States and Canadian customer service department. Coordinated 5 retail clothing and home goods stores throughout New England and Canada.

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| ☞ Managing US and Canada Call Centers | ☞ New retail store setup, hiring, training and organization |
| ☞ Answering multiple phone lines | ☞ Re-creation of internal documents |
| ☞ Maintained numerous logs and spreadsheets | ☞ Creation and implementation of in-store promotions |
| ☞ Created bi-weekly, weekly and monthly reports | ☞ Respond to mail and email inquires |
| ☞ Troubleshooting problem orders | ☞ Data entry, filing, mail distribution |
| ☞ Managed customer refunds and exchanges | ☞ Research, referrals, statistical analysis and surveys |
| ☞ Coordination of internal and external events | ☞ Created customer service growth business plan |
| ☞ Coordination of all company meetings | ☞ Created and maintained CS policies and procedures |
| ☞ Retail event planning, coordination, presentation | ☞ Created and maintained retail policies and procedures |

Kelly Temp Services, Montpelier, VT

1996-2009

Executive Assistant; Office Coordinator; Receptionist; Customer Service

National Life Group – Marketing Coordinator for VP of Sales and Marketing

CDS – Washington County Mental Health - Administrative Assistant/Receptionist

Casella Waste Management - Executive Administrative Assistant for VP of Permits, Compliance & Engineering

Family Center of Washington County - Administrative Assistant

BlueCross and BlueShield of Vermont - Administrative Assistant for the Director of Quality Improvement

Green Mountain Power Corporation - Executive Administrative Assistant for the VP of Customer Operations

Green Mountain Power Corporation - Customer Service Representative

20 West Canal Street, Apt 430, Winooski, VT 05404
802.793.5297 | joellenmbarton@gmail.com

Central Vermont Medical Center - Executive Administrative Assistant for the VP of General Services and the CFO

- ☞ Answering multiple phone lines
- ☞ Scheduling and travel arrangements
- ☞ Editing and proof reading sensitive documents
- ☞ Re-organization of office flow
- ☞ Audit preparation and office presentations
- ☞ Coordination of internal and external events
- ☞ Bill paying, budget planning and preparation
- ☞ Event planning and coordination
- ☞ Faxing, scanning and coping of documents
- ☞ Re-creation of internal documents
- ☞ Respond to mail and email inquires
- ☞ Data entry, filing, mail distribution
- ☞ Research, referrals, statistical analysis and surveys
- ☞ Computer training, seminars, and webinars
- ☞ Copywriting, Infringement laws, compliance certifications
- ☞ Create, update and/or obsolete marketing materials

Lily of the Mad River Valley, Waitsfield, VT

2005-2008

Manager/Coordinator

Maintained and organized all office records. Ordered, distributed and organized all office/business supplies and materials. Created a customer based mailing list, to better market the business through promotional mailings, e-newsletters, and sales flyers. Designed and maintained e-commerce B2C (Business to Consumer) web site. Created and merchandised store layout to better fit the environment of the community. Researched and implemented a Point of Sales system. This created an efficient, organized, and more adaptable environment. Implemented M.Y.O.B (Mind Your Own Business), which upgraded the company's financial books from hand kept registers to the 21st century. Created a business and marketing plan that included detailed studies on economic viability of the market, market size and what the target market of the business would be. Hired and managed full-time and part-time staff. Company's net sales grew from \$135,000 to \$330,000 within the first year. All work performed on Windows P4.

- ☞ Heavy filing, data entry, office organization
- ☞ Updated/maintained computers and software
- ☞ Networked all CPU's and external devices
- ☞ Created mailing database; performed bulk mailings
- ☞ Designed advertising materials for use in print media and online media
- ☞ Creation of all office forms and documents
- ☞ Designed e-commerce B2B web site
- ☞ Maintained site domain and DNS
- ☞ Performed target market research & analysis
- ☞ Updated site and performed site checks
- ☞ Created special sales and events
- ☞ Full charge bookkeeping, budgeting, payroll, end of year tax preparation for accountant

EDUCATION

Champlain College (*currently enrolled as a ¾ time student*) Burlington, VT
Computer Administration
CE Certification – Graphic Design & Multimedia
New Horizons Technical Center Williston, VT
CIW (Certified Internet Webmaster) Associate
Foundations and I-Net+
CIW Site Manager, Master CIW Designer
Server Administrator, Web Languages, Site Designer & E-Commerce Designer
Internet Working Professional
Fred Pryor Seminars
How to Deliver Exceptional Customer Service - Certificate
Community College of Vermont Montpelier, VT
Small Business Management - Certificate