

Marie Gordon

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Objective To obtain a position in which I can utilize my extensive customer service and sales skills.

Experience *E&M Citgo, Milwaukee, WI*

Owner/Supervisor, October 1, 2002 - April 8 2011

- Supervised 15 employees, Payroll Administrator.
- Generated daily reports pertaining to business operations
- Inventoried store orders, ordered supplies and gasoline deliveries.
- Managed monthly meeting with vendors ie...Jay's, Frito-Lay, 7-up, Pesi-Cola.
- Trained all employees in customer service, use of cash register, daily maintenance of store.
- A committee member on the North Ave Business Improvement District Board.

YMCA Parklawn Branch, Milwaukee, WI

Membership Service Representative, 1999-2002

- Performed sales of YMCA memberships.
- Serviced customers and members through front desk services, maintained phone coverage.
- Prepared computer generated membership documents.
- Selected as *Membership Representative of the Month*.

Ameritech, Milwaukee, WI

Maintenance Administrator-Consumer Repair Center, 1984-1999

- Performed preventive maintenance analysis and diagnostic trouble shooting.
- Prioritized and dispatched repair equipment for trouble shooting and resolution.
- Educated external customers on enhanced calling features.
- Met and exceeded all office performance measurements.
- Provided customers with Ameritech products and services.

Service Leader-Consumer Repair Center

- Responsible for monitoring Maintenance Administrators' adherence to break and lunch schedule.
- Supervised customer call volumes, handled daily reports for Consumer Repair Center for five states.
- Handled all customer escalation that Maintenance Administrators were unable to satisfy.

Service Clerk-Centralized Repair Bureau

- Processed incoming repair inquires, entered trouble reports into a CRT in a timely manner.
- Analyzed customer inquiries, determined type of trouble and routed ticket to appropriate departments for resolution.

Ameritech Motor Vehicle-Dispatcher & Administrative Service Center

- Dispatched repair mechanics to appropriate garages for daily truck repairs.
- Handled payroll, timesheets and answered dispatch calls.
- Answered call for analyst and performed typing duties.
- Sorted mail and arranged conference meetings.

**Education/
Training**

<i>4Cs, Milwaukee, WI</i>	Certification as a Child Care Provider	2000
<i>Concordia College, Milwaukee, WI</i>	Completed course work	1976
<i>West Division High School, Milwaukee, WI</i>	HS Diploma	1974