

ELIZABETH A. MUCCI

CONTACT INFORMATION

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OBJECTIVE

To aide in the professional excellence of the company, by sharing my personal skills and talents.

EXPERIENCE

Bluehost.com
Billing Specialist
Provo, UT
June2011 – December 2011
Duties:

- Assist in purchases and refunds when needed for webhosting or additional web features
- Change primary domain names on websites
- Renew web hosting accounts
- Assist multiple customers at the same time over chat with billing issues
- Assist customers with their billing related concerns over the phone, via live chat or email
- Change email address/ update billing profile information
- Assist customers in familiarizing themselves with the control panel
- Provide excellent customer service and problem solving

Lindon Care and Training Center
Office Manager/Admin Support
Lindon, UT
January 2011 – July 2011

Duties:

- Filing as needed for administration
- Update policy and procedure manuals
- Assist with data switch-over monthly
- Set up, prepare for meetings/ training, make copies and clean up after meetings
- Facility (staff) newsletter monthly
- Maintenance request, assignment, and tracking
- Typing and word processing as needed
- Data entry
- Sending and receiving faxes for the company
- Greeting visitors and taking applications
- Processing applications, set up initial and second interviews, background screening and hiring
- Answer phone and direct calls when requested
- Send out company correspondence
- Post office and mailings daily
- Shopping for office supplies
- Assistant to administrator and administrative manager
- Managing the monthly budget ledger, coding out where purchases are billed to

Frontline Tactical Action Games
Executive Assistant/Admin Support
Orem, UT
August 2010 – August 2011

Duties:

- Payroll
- Client communication and scheduling
- Scheduling for staff
- Customer service
- Offsite Promoting for events and the company
- Delegating and decision making
- Hiring
- Human Resources
- Purchase Orders and Invoices

Dillard's (Origins)
Counter Manager
Sandy, UT
April 2010 – September 2010

Duties:

- Clean and organize as needed
- Assuring proper care and maintenance of inventory
- Providing excellent customer service and sales skills
- Meeting SPH goal daily
- Booking appointments
- Recording daily sales goal and % to goal
- Training staff in new product
- Planning cosmetic events and contacting customers to confirm appointments
- Reviewing numbers and reporting to account executive
- Maintaining client information in CAD (Clientele at Dillard's) system.

Macy's (Origins)
Counter Manager
Simi Valley, CA
September 2009 – April 2010

Duties:

- Pulled numbers weekly to review in counter manager meetings
- Calculated goals based upon counter hourly and guide hourly.
- Coached other origin's staff on their sales goals and helped role play.
- Did stock request forms twice a week
- Over schematic and proper training of overall Bay appearance and functions
- Sales
- Doing mini facials and makeup
- Booking appointments
- Providing great customer service and following up with all clients

Provo Care Center
Therapeutic Recreation Technician/Recreation Manager
Provo, UT
January 2007 – May 2009

Duties:

- Maintained departmental budgets and coordinated individual's funds.
- Served on the administration, helped with meeting minutes, and served on inter disciplinary team
- Advocated for individuals
- Did schedules for staff
- Typed up goals and planed objectives for individual's success.

- Implemented and planned monthly group therapeutic recreation activities and outings.
- Requested and maintained care and storage of all recreation supplies and equipment.
- Supervised assigned staff and provided ongoing training and support to staff.
- Monitored progress of all individuals on therapeutic programs. Revised goals as needed.
- Coordinated and promoted volunteer work and activities to promote community involvement and inclusion.
- Ran programs and helped clients learn new skills

Seaside Laundry and Tanning
 Training Consultant / Assistant Manager
 Provo, UT
 2003 – 2006
 Duties:

- Consulted individuals in proper methods of tanning.
- Customer Service, and sales
- Supervised tanning consultants, employee schedules
- Responsible for money and funds, accounting information, and deposits to bank.
- Responsible for tanning equipment and proper care and maintenance of all machines and inventory.

Aloha Catering
 Professional Hula Dancer/Entertainer/Caterer
 Provo, UT
 1998 – 2006
 Duties:

- Dancer. Coordinate show and provide entertainment to population served
- Serve food to individuals
- Promote the company through social networking after the show.
- Provide quality service and entertainment.

CERTIFICATIONS

- Therapeutic Recreation Technician
- CPR
- Food handlers
- First Aid
- Non-Violent Crisis Intervention
- Business and Administrative Communication

EDUCATION

- Salt Lake Community College
Therapeutic Recreation Technicians Certification
June 2007
- General Equivalency Diploma
January 2007

INTERESTS/SKILLS

- I enjoy working with people and find that it is very easy for me to engage in conversation. I am known for my great customer service skills and assuring that all clients, and customers leave happy.
- I have excellent phone skills and computer skills. Type 70 WPM.
- I am fascinated in learning all that I can in all areas of customer service.
- I am a very friendly outgoing individual who is very professional and a fast learner. I am a “Go Getter” that is always up for new tasks and adventures. If there is anything that I do not know how to do, I will immediately learn it and master it.
- I plan and structure out my days so that I know I am utilizing every minute of the day to the utmost. I make sure that all tasks that need to be completed are done before I leave each day. I keep my work areas extremely clean and organized and find that it helps me stay on task and accomplish my projects in a timely manner.
- I believe that teamwork is the key to success, and thoroughly enjoy being a part of a team.

PROFESSIONAL REFERENCES

- Joshua Uda CFO CityGro 801-494-4444
- Diane Windley Cosmetics Manager Dillards 801-553-8800
- Debbie Woodward Administrator LCTC 801-785-2179
- Lisa Marie Lyou Regional Marketing Director Origins 1800-944-3200 ext 3526