

ERIN R. DILLON

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PROFESSIONAL SUMMARY

Hands on experience with working in a fast-paced, highly pressured environments with a skill of remaining focused on tasks given.

Proficient in managing schedules and vendor invoices.

Team Player who is highly organized and able to meet deadlines.

Excellent customer service and phone skills with a strong attention to detail and accuracy.

Able to be creative and provide ideas towards common goals.

MANAGEMENT & PROFESSIONAL SKILLS

Customer Service
Office Management
Hiring Management

Scheduling
Multi-tasking
Data Entry

Trustworthy
Critical Thinking
Conflict Resolution

WORK EXPERIENCE

Office Administrator Assistant – 2020 - 2021

Paint Brush Hills Metropolitan District – Falcon, CO

Providing consistent and welcoming customer service upon clients entering and leaving office. Handling multiple lines of phone calls along with taking care of client payments. Maintaining and updating company website within government guidelines. Filing financial and governmental paperwork in highly organized fashion. Managing a bi-monthly newsletter for clients knowledge along with spreadsheets for various company information. Managing board meeting packets to meet special district standards.

Operations Administrator Assistant – 2017 - 2020

H&R Block – Colorado Springs, CO

Responsible for providing support to District Operations Coordinator through hiring, ordering, general administration and operation support. Experienced in verifying I-9s and helping employees through hiring paperwork. Experienced with reviewing office supply orders and handling office manager concerns with offices. Experienced with reviewing and verifying invoices for payment while contacting vendors to set up work for various offices within district.

Graphic Designer - 2015 to 2017

Vector Defector – Denver, CO

Assisted in brainstorming for marketing and web design for clients. Provided graphic design for logos and illustrations for web sites, Illustrated logos and images for clients and promotional

Client Service Professional - 2013 to 2017

H&R BLOCK — Denver, CO

Provide consistent customer service to ensure the client enters and leaves office with a positive experience. Handle multiple lines of phone calls and setting up schedules for tax professionals to meet with clients. Handling office supply sheets to keep office running smoothly. Filing client information to comply with office standards and government standards.

WORK EXPERIENCE (CONTINUED)

Office Manager - 2012 to 2012

YMCA OF COLORADO SPRINGS — Denver, CO

Handling photography of campers for benefits of campers and parents memories. Responsible for the camp's store and handling campers' purchases as well as daily snacks. Assisted counselors with camper schedules of activities and assigning campers to activities. Supervision of campers during downtimes and during offsite camping.

EDUCATION

ART INSTITUTE OF COLORADO — Denver, CO.

- ◆ BS, Media Arts and Animation, General

RIPON COLLEGE — Ripon, WI.

- ◆ BS, Theatre major with History minor