TERRIE CARTER

P.O. Box126
Central Square, NY 13036
315-766-8024
orwellsbelgian@yahoo.com

PROFESSIONAL SUMMARY

Talented accounting clerk skilled at completing daily assignments and contributing to team success. Always willing to take on any task. Adapts quickly to new needs and policies.

SKILLS

Customer relations	Accounts payable	Microsoft and Adobe
Decision making	Detail oriented	Written communication

EXPERIENCE

Call Center Representative — November 2018-Current
Spectrum / Syracuse, NY

- Offered actionable solutions for customer concerns by following internal database prompts and company scripts
- Partnered with numerous customers to handle caller needs, including service issues, new sales, and account problems.
- Referred unresolved customer grievances to designated departments for further investigation
- Sold products to customers during routine service calls using strong cross-selling abilities.

Sandy Creek School — January 2016-June2018
Teacher Assistant / Sandy Creek NY

- Assisted Teachers with students
- Headed study groups for students

Produce Buyer — April 2006-February 2009
Acosta Sales & Marketing / Syracuse, NY

- Obtained good pricing and terms by skillfully negotiating contracts with farmers
- Maintained detailed business records covering re portable information such as sales, as well as current inventories and losses.
- Updated office files daily and kept records organized.

Payroll Clerk, Floral Assistant, Produce Assistant — May 1999 – March 2006

- Verified level of supplies and requested new inventory to meet service levels.
- Helped team handle high-volume work by prioritizing tasks and organizing supplies.
- Managed files and continuously updated and organized records
- Kept all areas clean, organized and in line with company professional standards.
- Collaborated with team members to meet daily demands and handle challenging projects.

EDUCATION

Accounting and Computer programming classes

at Jefferson Community College, Watertown, NY