

Misti Heffington

Jonesboro, AR 72404

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Authorized to work in the US for any employer

WORK EXPERIENCE

Service advisor

Crain Kia of Conway - Conway, AR - July 2014 to October 2015

Responsibilities

Point person in customer service and relations for automotive needs and concerns and services by verifying warranty and contract coverage, developing estimates, maintaining customer records, and writing repair orders.

Responsible for completing weekly payroll time sheets for 7-10 employees.

Accomplishments

Part of a team that has successfully remained number one for KSI (Kia satisfaction index) in our southern district for customer service.

Skills Used

Listening, team work, communication, organization, conflict resolution, multi-tasking

Receptionist, attendant

Splash Carwash - Conway, AR - July 2007 to July 2014

Responsibilities

Responsible for answering phones, taking care of customer concerns, completing finishing paperwork, self-managing and guiding customer cars onto the wash track.

Accomplishments

At splash I was able to converse with any people, positively impacting their everyday lives.

Skills Used

I was forced to use self managing get skills as well as staying focused on multiple tasks and using good time management skills.

EDUCATION

Bachelors-in progress in Psychology, addiction counseling

University of Central Arkansas - Conway, AR

2011 to 2015

SKILLS

Sales (4 years), Customer service (7 years), Office assistant (5 years)

CERTIFICATIONS

Childcare-Teaching Certified