

# MARILEE JEAN PFAMMATTER

## Experience

Sales Advisor at OfficeMax in Skokie, IL - 2022 to Present

- Greet customers at door and provide excellent service throughout the store
- Point of Service sales including cash, credit, checks and returns
- Routinely exceeded goals for loyalty enrollment

Research Assistant at Metrostudy in Rosemont, IL - 2014 to 2017

- Field research: lot status for new construction housing market
- Online research: property, deed, permit, builder, local/county planning information
- Data entry in proprietary database

Sales at Beacon Fasteners and Components in Wheeling, IL - 2005 to 2009

- Inbound call center sales and customer service
- Quote and order entry with INxSQL ERP software
- Order expediting with purchasing and shipping
- Sales of stock and custom-made fasteners
- Quality assurance internal audits (ISO 9001:2000)

## Education

Associate in Arts, Computer Science at Oakton Community College in Des Plaines, IL - 2021 to Present

- Expected graduation - May 2023
- 4.0 GPA, President's Scholar, Honors Program
- Relevant Coursework: Java, Networking, Web Development, Spanish

Google IT Support Certificate through Coursera - December 2022

- Relevant Coursework: Tech Support Fundamentals, Networking, Operating Systems, System Administration, Security

Basic Vocational Specialist in Web Design Certificate at Elgin Community College in Elgin, IL - 2010

- Relevant Coursework: HTML, CSS, Adobe Creative Suite

## Skills

Customer service, data entry, POS transactions, inbound sales, order expediting, quality assurance, Microsoft 365, Google Suite, HTML, CSS; *Beginner*: Software troubleshooting, Technical support, Computer repair, PHP, SQL, Python, Java, C++, Spanish