MARGARET K. CARLTON

4300 WILD WILLOW BOULEVARD ▪ ST. PAUL, MINNESOTA 55112 ▪ PHONE 651.207.7119 ▪ EMAIL MCARLTON@BETHEL.EDU

EDUCATION

BETHEL UNIVERSITY — **Bachelor of Arts**
BUSINESS: MARKETING & FINANCE — *Graduation May 2007*
GPA: 3.32

EXPERIENCE

ADAMS CORPORATION — **Saint Paul, Minnesota**

Assistant Manager, Customer Services — *October 2003 – Present*
- Streamlined department workflow operation and enhanced customer service and public relations visibility through implementing strategic planning initiatives.
- Provided superior employee relations, increasing staff satisfaction, employee motivation, and customer care throughout the department's responsibilities.

Customer Service Technician — *April 2002 - October 2003*
- Provided leadership, supervision and training to a staff of five employees on a day-to-day operational basis.
- Utilized customer service skills to address customer issues and provide solutions to on-the-job issues resulting in superior care and return customer visits.

MASON REALTY — **St. Paul, Minnesota**

Customer Service Representative — *March 2001 – April 2002*
- Answered customer questions, concerns, and complaints in person and via the telephone in a timely and attentive manner to communicate an attitude of responsiveness and genuine concern for the customer and the organization.
- Maintained files through data entry, word processing, and maintenance activities ensuring ease of access to customer and company information.

WOODWARD BROADCASTING — **Arlington, Minnesota**

Groundskeeper — *March 2000 –March 2001*
- Responsible for all landscape maintenance, care, and snow removal through conscientious equipment operation to ensure safe access for patrons.
- Coordinated grounds preparation and site installation for company promotional events creating a pleasing environment for clientele.

VOLUNTEERISM & LEADERSHIP

Staff Appreciation Day Planning Committee, Adams Corporation.	2005
Chair, Assistant Managers Retreat Committee, Adams Corporation	2004
YouthWorks mission trip to Kingston, Jamaica	2004
Bethel Business & Economics Association, Bethel University	2004-Present
Co-Captain, Bethel University Track Team	2005-Present

REFERENCES

Available Upon Request