

# REBECCA PAUTZ

## RESUME SUMMARY

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Self motivated, creative and friendly professional with a versatile skill set including but not limited to; strong interpersonal skills, small business management, sales, excellent written and oral communication skills, public speaking, customer service, basic computer skills, and good problem solving abilities. Seeking a work at home position utilizing computer and customer service skills.

## KEY STRENGTHS

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- Computer skills including Excel, Word, Access, and Powerpoint.
- Great customer service skills with 15+ years experience with a variety of employment
- Small Business Management Experience & Administrative Experience

## WORK HISTORY & VOLUNTEER EXPERIENCE

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[ August 2015 – Current ] Self-Employed  
*Part time Ballroom, Country and Swing Dance Instructor*

- Teach group and private dance lessons to adult customers at a variety of local venues
- Administrative work including Minor Book keeping, preparing fliers, updating website

[ August 2016 – July 2017 ] Holiday Inn (Thistle Holdings, IHG)  
*Part time Day Bartender*

[ 2006 – 2015 ] Stay at Home/Home-school Mom  
*Caregiver and Home-school Educator*

[ 2009 – 2013 ] BSA Volunteer-Cub Scout Pack 598  
*Volunteer Committee Chair & Pack Trainer*

[ 1999 – 2006 ] Dance Reflections, Inc  
*Vice President, Co-owner, Manager, Instructor*

- Manage & Train both Staff & Instructors
- Customer Service, Receptionist, and Scheduling
- Advertising & Sales
- Administrative work including: updating client database using access, creating brochures, fliers, and newsletters, maintaining website

[ 1997 – 1998 ] Ballroom Break  
*Dance Instructor*

[ 1995 – 1997 ] HighMark Blue Shield/UCCI  
*Temporary Data Entry, Hired as Utilization Review Clerk*  
*Promoted to Utilization Review Specialist*

- Temp Data entry of Provider Applications
- Clerk responsibilities and updating claim database in excel, generate Quarterly Report
- Utilization Review Specialist – manage cases, correspondence with members and providers via letter and phone.

[ 1994 – 1995 ] Arthur Murray Dance Studios  
*Dance Instructor*

## EDUCATION

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[ 1990 – 1994 ] Red Land High School  
*Graduated*