



Traci A. Miller-Altson

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PROFESSIONAL SUMMARY

Experienced professional focused on meeting or exceeding objectives seeking Yachats Librarian position. Offers training expertise and excellent organizational skills. Recognized for leadership, planning abilities and clear, direct communication style. Results-driven professional seeking position as Yachats Librarian. Focused on performance and flexible with specific needs of different assignments. Collaborates professionally with individuals from broad array of backgrounds and cultures.

SKILLS

- Data Synthesizing
- Business Requirements
- Business Analysis
- Lean Six Sigma Green Belt

EDUCATION

Bachelors Degree | Business Management 2000
Marylhurst University

Masters Degree | Business Management 2011
Marylhurst University

WORK HISTORY

BUSINESS ANALYST 01/2016 to 07/2017

Portland General Electric Co. | Tualatin, OR

- Provided support to the business for a Customer Information System Replacement project
- Designed the new CIS system to business specifications through creation if functional design documents
- Conducted interviews with key business users to collect information on business processes and user requirements.
- Applied honed problem-solving skills to analyze and resolve issues impacting business operations and goal achievement.

PROJECT MANAGER 12/2012 to 12/2015

Portland General Electric Co. | Tualatin, OR

- Organizational design efforts, including participation in leadership visioning and transition plan development
- Managed improvement Initiatives by creating charters, project plans, schedules
- Coordinated responsibilities amongst project team, communicating with Sponsors
- Identified plans and resources required to meet project goals and objectives.
- Managed projects from procurement to commission.

CREDIT/SPECIALIZED BILLING SPECIALIST/LEAD 08/2007 to 12/2012

Portland General Electric Co. | Tuala, OR

- Provided leadership to various Revenue Operations teams, coaching, motivating and providing feedback towards meeting department goals
- Provided first line account reviews
- Analyzed and distribute daily workload
- Assisted in researching and analyzing data for other work groups including Business Functionality

CUSTOMER SERVICE REPRESENTATIVE

04/2005 to 08/2007

Portland General Electric Co. | Tualatin, OR

- Resource support new employees, served on Transaction Study Group for new Customer Service Surveys, served on committee to revamp 2007 CIP and Customer Service Scorecard
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Answered customer telephone calls promptly to avoid on-hold wait times.

CUSTOMER SERVICE SUPERVISOR

08/2004 to 03/2005

Midwest Airlines

- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Coached employees through day-to-day work and complex problems.

CUSTOMER SERVICE REPRESENTATIVE

08/2003 to 11/2003

San Diego Gas & Electric Co

- Assisted customers with questions and concerns regarding billing issues, energy usage, payment arrangements and problem resolution

PRESIDENT

01/2000 to 01/2001

Lake Oswego Jr. Women's Club

- Responsible for all budgetary, fund-raising and membership operations for a group of 70 volunteers, including organizing and supervising special events

CUSTOMER SERVICE SUPERVISOR

11/1994 to 01/1997

American Airlines

- Prepared employee performance reviews
- Assigned daily duties, created work schedules, and handled problem resolution and customer correspondence
- Conducted training and mentored team members to promote productivity, accuracy and commitment to friendly service.
- Coached employees through day-to-day work and complex problems.

TICKET SALES AGENT, ACTING LEAD, INSTRUCTOR

05/1986 to 11/1994

American Airlines

- Facilitated classroom instruction and provided hands-on training for ticket

agents

- Covered vacations for Lead Agents (operational supervisor)
- Included two years as sole operations agent, managing a communication center for four to six different airlines and handling air to ground radios and six phone lines

RESERVATIONS AGENT, TICKET SALES AGENT, CRC SUPERVISOR

07/1984 to 05/1986

American Airlines/AirCal

- Collected, evaluated and modeled collected data.
- Resolved various issues and discrepancies for customers.