

CINDY HARRIS

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A: Fort Collins, CO 80521

SUMMARY

Dedicated professional with expertise in high-volume customer service providing travel and dining assistance to elite customers. Excellent rapport-building ability and sincere interest in customer's needs and expectations. Delights in working on and leading teams to solve problems, identify and develop new opportunities. Analytical and creative thinker experienced in project management. Proficient at developing business and community relationships to support programs and initiatives. Committed to meeting and exceeding set goals by employing time management skills and emotional intelligence.

PROFESSIONAL EXPERIENCE

Qualfon Data Services - *Travel & Lifestyle Benefits Specialist*

Highland Park, MI • 04/2015 - 10/2022

- Responded to customer requests thoroughly using active listening and professional subject knowledge.
- Researched and suggested activities, museums, events, and experiences relevant to customers' interests.
- Applied strong analytical and creative thinking abilities to assess problems and suggest solutions.
- Consistently met and exceeded quality and productivity requirements.
- Booked air, sea and ground transportation, services and activities including beach and spa services, excursions, celebration activities, dining, and lodging reservations.

United Country Ponderosa Realty - *Vacation Rental Manager*

Red Feather Lakes, CO • 01/2010 - 12/2016

- Developed and managed new luxury mountain vacation property rental service.
- Acquired and retained properties by forging relationships with owners and providing prompt communication.
- Promoted properties, responded to inquiries, completed bookings, and maintained properties.

Self-employed - *Researcher and Author*

Fort Collins, CO • 11/2008 - 01/2011

- Researched historic properties and contexts and wrote historic preservation documents.
- Created educational media for library children's programs.

Town Of Windsor - *Art & Heritage Director*

Windsor, CO • 06/2004 - 11/2008

- Developed and managed new cultural resources department.
- Created history museum exhibits, interpretive materials, and educational programs.
- Implemented professional collection management practices.
- Expanded cultural events by developing relationships with local businesses, obtaining sponsorships, securing grants, improving quality, and increasing promotion.

SKILLS

- Travel Planning
- Customer and Vendor Communication
- Project Management
- Educational Media
- Special Event Creation & Administration
- Grant Writing & Administration
- Vacation Property Management
- Graphic Design
- Salesforce Lightning
- Microsoft Office
- Canvas LMS
- ILT Portfolio: cindyhlee-harris.com

EDUCATION

University of Colorado Denver

Aurora, CO

Master of Arts: Information & Learning Technology

Colorado State University

Fort Collins, CO

Master of Arts: History

University of Northern Colorado

Greeley, CO

Bachelor of Arts: Anthropology