

Angela Edgerton

Contact

Monson, MA
aedgerton6@yahoo.com
860-278-6428

Education

Creative Writing for Entertainment, BFA

Full Sail University
Winter Park, FL

Skills

Deadline Management

HTML * MS Office

Photoshop Design

Unreal Engine

Final Draft Pro

Critical Thinking / Problem Solver

Editing / Scriptwriting / Storytelling

Organized

Analyst / Researching

Storytelling

Communication/ Public Speaking

Training

HIPPA * Fraud * OSHA

LinkedIn Learning – Managing Employees

Sexual Harassment

Managing Stress/ Emotions

Customer Service

Mental Disorder Awareness

Decision Making

Team Building

QuickBooks / NetSuite

Work Experience

Self-Employed, Creative Writer – 2011 – present.

- Organized and prioritized time management.
- Take initiative and be self-disciplined to stay on task.
- Researched topics with organized notetaking.

Screenwriter - June 2020-October 2021

- Collaborated with a director on a feature film called VAMA.
 - Managed brainstorming virtual meetings.
 - Prepared and organized virtual storyboards.
 - Corresponded meeting notes in a timely organized fashion.
 - Written, edited, and revised three drafts resulting to the final product.

Author, self-published – 2024

- Pharos for the Broken
- Collaborated with artists to create the artwork for the book.
 - Engaged in virtual meetings.
 - Communication skills.

Video Game Screenwriter, 2023-present

- Conducted and managed virtual meetings to pitch video game ideas to programmers.
 - Conducted interviews to find the best match for my project.
 - Brainstormed a timeline and set goals with time-sensitive deadlines.

Check out my website: <https://adaley942.wixsite.com/daleyangela>

High-Tech Conversions

Enfield, CT

Customer Service Representative – 3/25/17 – 3/2020

Senior Customer Service Representative – 3/2020 – 9/2023

Lead Customer Service Rep – 9/2023 – present

❖ Buyer

- Conducting bi-weekly inventory/ production reports.
- Processing raw material orders and stocking orders.
- Comparing/ negotiating competitive vendor costs.

❖ Inventory Admin

- Conducted monthly sales reports to determine accurate stock order quantities.

❖ Accounting

❖ Customer Service

- Follow up with pending sales and purchase orders.
- Trouble shooting our printers and stamp machines.
- Conducting and comparing freight quotes for best rates.
- Processing both customer and vendor purchase orders – verifying stock and accuracy within the order.
- Open communication with the production/shipping departments.
- Package and ship product samples using FEDEX and UPS.

❖ Customer Relations

- Keeping a friendly open communication with customers and vendors.
- Reconciling any customer complaints.
- Cross referenced varying vendors for best costs.
- Organized and maintained blanket orders for all customers/vendors.

❖ Above and Beyond:

- Creating an entire SOP guidebook for all AP, AR, and CS tasks for the entire company.
- Taking initiative on understanding and testing new database.
- Providing training on new OPS along with daily tasks.
- Cross trained on other office positions to help coworkers.
- Researched and wrote blog posts for the company's online blog for the industry.

References upon request