

Alan Spence

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#### OBJECTIVE

To find and secure a customer service position where my knowledge, skills and abilities will be fully utilized. The position I seek will provide opportunities for mentoring and professional development.

#### EXPERIENCE

##### Volunteer

Western Addition Community Technology Center (WACTC), San Francisco, CA  
06/2011 – Present

In an on-call capacity, answered telephones, opened mail, entered data in the client relations management system, greeted clients and assisted them with document completion and job searches.

##### Office Manager

12/2010 -5/2011, SafeGround, Sacramento, CA

Handle inquiries, complaints, informing the homeless population of current progress on the status of finding an acceptable living situation. Dealing also with the mainstream media and the Sacramento Mayors Office, Coordinating with advisors, and legal team as to assess, plan and coordinate moves toward independence and a stable living environment. Also handling disputes and disciplinary problems that arose in the organization. Management of the office in a professional and businesslike manner and supervisory role in the office

##### Volunteer

09/2010-12/2005, Washington Neighborhood Community Center, Sacramento, CA

Worked with youth from targeted populations to include at risk, in risk, and gifted youth in academic enrichment for the children of the downtown Sacramento area

#### EDUCATION

8/2012- Current, City College of San Francisco

Studying Culinary Arts and Hospitality Management. Anticipated completion 6/2014