

Cynthia Graham

9340 Coral Rd.
Oakland, CA

(510) 239-9731

Professional Profile

Customer service professional with several years experience interacting with the public. Highly qualified in service-based, hospitality positions requiring an emphasis on customer satisfaction in a fast-paced environment. Strong team player and leader. A proven and verifiable record for utilizing strong technical and interpersonal skills to enhance organizational efficiency and profitability. Committed to quality performance with an ability to learn new procedures quickly.

Accomplishments

- Demonstrated ability to meet the needs of patrons, dependable, hard working, reliable, and punctual.
- Recognized for long hours, commitment to customers, attention to detail, professionalism, and follow-up.
- Use clear, concise communication skills in conjunction with organizational skills to perform daily duties.
- Work well as a team member or independently.
- Met or exceeded all performance goals to date.
- Resourceful, energetic, competent, multi-task and results-oriented.
- Commended for dedicated work ethic and rewarded by steady promotions and training in all aspects of work.

Experience

In-Home Support Services, Oakland, CA

2005 - 2010

Care Provider

- Fed and cared for house-bound patients unable to feed and care for themselves
- Bathed, groomed, and dressed patients
- Administered medication as directed by physician and nurse
- Cleaned room and changed linen
- Stored, prepared, and issued dressing packs, treatment trays, and other supplies
- Sterilized equipment and supplies

DD-M Construction Co., Alameda, CA

2008 - 2009

Administrative Assistant

- Coordinated and directed office services, such as records and budget preparation, personnel, and housekeeping, to aid executives
- Prepared records and reports, such as recommendations for solutions of administrative problems and annual reports
- Filed and retrieved corporation documents, records, and reports
- Read and answered correspondence; operated multi-line phone system

Benchmark Staffing (Curtis Tompkins, Ltd.), San Leandro, CA

2003 - 2008

Lab Assistant

- Swept, mopped, scrubbed, and vacuumed floors of buildings, using cleaning solutions, tools and equipment
- Cleaned laboratory equipment, such as glassware and metal instruments, using solvents, brushes, rags, and power cleaning equipment
- Cleaned and sterilized laboratory equipment
- Set up and calibrated laboratory equipment and instruments used for testing, process control, product development, and research

Westaff Agency (Jenkins/Athens), San Leandro, CA
File Clerk

2005 - 2006

- Sorted and classified information, according to content, purpose, user criteria, and chronological, alphabetical, and numerical order
- Removed and destroyed out dated materials in accordance with file maintenance schedules and legal requirements
- Authorized and documented materials movement, using logbook and computer and traced missing files
- Made Christmas packages for the holidays

Aerotek Personnel Services, San Ramon, CA
Housekeeper (P.G.&E. Training Ctr.)

2002 - 2003

- Moved and arranged furniture, turned mattresses, hung draperies, dusted venetian blinds, and polished metalwork to ready facilities for occupancy
- Replenished supplies, such as drinking glasses, writing supplies, and bathroom items
- Transported trash and waste to disposal area
- Washed windows, door panels, and sills
- Cleaned rugs, carpets, upholstered furniture, and draperies, using vacuum cleaner

Education

G. E. D.

Castlemont High School, Oakland, CA - General Academic Studies

Certificate

Goodwill Industries of the Greater East Bay, Oakland, CA - Custodial Skills Class

Skills

- Back and Front Office Operations
- Housekeeping; cleaned bedrooms, bathrooms, kitchens, living rooms and made beds
- Workflow Management
- Needs Assessment
- Office Equipment
- Everyday Business Etiquette
- Client Scheduling
- Filing
- Records Management
- End-of-Day Reconciliations
- Inventory, Safety Inspection