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Objective: Seeking an opportunity to expand my knowledge and experience and to assist in the continued improvement of the organization.

Summary of Qualifications

- Strong Customer Relations Skills
- Excellent communication skills
- Exceptional Computer Skills(Familiar with EXCEL and Microsoft Office)
- Strong Work Ethic
- Able to learn/perform new tasks quickly and accurately.
- Great customer service skills
- Willing to work weekends and Holidays, if needed

Customer Service Experience

- Communicated with customers to make sure they were happy with service and that their needs were met
- Referred customers to other appropriate staff when not available to provide assistance
- Excellent problem solving skills
- Took orders over the phone
- Made follow-up phone calls to ensure customers satisfaction

Supervisory Skills

- Trained new staff; supervised up to 12 employees
- Critiqued staff work when necessary; coached employees on good teamwork.
- Arranged employee schedules
- Ordered supplies as needed (weekly and bi-weekly)
- Kept detailed maintenance logs

Employment History

- Customer Service/Security : Sunny Spot Café, 2011, Oakland, CA
- Clerk III : Laney College Counseling Dept., 2008-2010, Oakland, CA
- Printing Assistant: PIA, 2006–2007 San Quentin, CA
- Computer Repair and Reconditioning: Self Employed, 2005-2006 Berkeley, CA
- Receiving Clerk/Lab Support Technician: Sodexho, 2004–2005 Richmond, CA

Education

- Currently Under Graduate: Laney College, 2008-Current, Oakland, CA
- CompTIA Network + Certification: Cypress Technology Center, 2004, Oakland, CA
- Computer Repair/Troubleshooting: Berkeley Adult School, 1999, Berkeley, CA

References Available Upon Request