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**IRA BOWES**

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**HIGHLIGHTED QUALIFICATIONS**

- **General Labor Skills:** Multi-Line Reception, Data Entry, Copying, Faxing, Alphanumeric Filing, Mail Handling.
- **Expert Operator of hand and power tools:** provide positive verbal and written communications with team.
- **Essential computer skills:** Microsoft Word, Access, PowerPoint, Internet & Email.
- **Excellent work ethic:** Team player, attentive to directions, and not afraid to take on new responsibilities.

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**EXPERIENCE****GENERAL LABOR**

- Responsible for alphabetical and numerical filing of confidential patient documents
- Managed multiple line telephone system: answered multiple phone calls, retrieved and communicated messages, and screened for appropriate transfers.

**LANDSCAPING**

- Provided professional and courteous communication with all patrons and patients upon entering establishment
- Problem solved and clarified customers' grievances
- Supervised and trained new personnel on customer service protocols
- Promoted from Cashier to Team Leader based on strong leadership skills

**EMPLOYMENT**

Front Desk Clerk	SAGE Project, Inc. – San Francisco, Ca	04/05 – 07/07
Office Assistant	Walden House – San Francisco, Ca	08/04 – 04/05
Professional Housekeeper	Independent Contractor – San Francisco, Ca	07/00 – 12/03
Professional Housekeeper	Five Star Housekeeping – San Francisco, Ca	12/99 – 07/00
Security Officer	K-Dubb Security – San Francisco, Ca	09/99 – 12/99

**VOLUNTEER**

Janitor/Kitchen Assistant	Friendship House – San Francisco, Ca	11/12- Current
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**EDUCATION**

Amador Valley Adult School – Dublin, Ca	GED	1998
City College San Francisco – San Francisco, Ca	General Studies	1999 - 2007

**References Available Upon Request**