

Pamela A. Johnson
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San Francisco Ca, 94124
(415)424-0571

Objective

To obtain an Office Support position that will allow me to utilize my skills and expand my knowledge in the work force.

Summary of Qualifications

A detailed orientated self-motivated person with extensive clerical experience. Works well independently and as a team player. Areas of expertise include : strong customer service skills, oral written communications, ability to prioritize, and problem analysis and resolution. Knowledge of Microsoft Office Products & IRS System (confident in learning new computer applications)

Work History

HR Block Tax Services

Jan 98- Present (tax seasonal)
San Francisco, Ca

- Manager/ Office Leader, Plan day by day office operations, held office meetings with employees to discuss quarterly reports and goals, answered and handled customers concerns and complaints, recorded payments, calculated balances for book keeping, and followed up on outstanding invoices, made the office safe, secure, and relaxed environment for employees and clients.
- Receptionist/Client Service Professional, Greet clients, match clients to tax professional through systems provided, schedule clients, manage wait time, assuring client its focus confidentiality and privacy before and during and after services, identify and communicate which fit clients needs, understand and follow all office procedures and systems: Opening, Closing , POS, Cash Drawer Reconciliation, paper work filing and Knowledge of HR Block products.

In Home Health Support Service

Dec . 08- Feb 10
San Francisco, Ca

- Home Health Aide, Assisted with mobility and physical therapy, administered medication, prepared three meals daily, cleaned rooms, changed bedding and laundry, kept patients hygiene up (bathing and grooming), ran errands, set and took clients to appointments, provided companionship by talking , laughing , and playing multiple games.

United Airlines

May 00- Oct. 00
South San Francisco, CA

- Discrepancy Clerk, Analyzed problems and responded to customers request for quality service band processing adjustments, investigated orders that were either paid or not paid, received or unrelieved.

Education

Diploma, Independent Studies, San Francisco, Ca
Certificate, Express to Success Career Training Seminar, San Francisco, Ca
City College of San Francisco (present)