

**816 10<sup>th</sup> Street Richmond, CA 94801**  
**510-230-5148, Numee2013@gmail.com**

**Beverly E. Garrett**

**Objective**

To use my extensive Customer Service, Operations & Office Administration skills in an environment that will enhance the community, employer and myself.

**Experience**

Sept 2013 – Present      Richmond Main Library      Richmond, CA

Tutor; Homework Help Program

I provide tutoring for students in the K-6<sup>th</sup> grades, responsible for attendance monitoring, room set-up & closing, help children to focus on weekly homework assignments & special assignments, such as essays and science projects, work closely with Librarians and Co-Tutors with assignments, including research. Special interest taken for children with English as the 2<sup>nd</sup> language.

Sept 12 – Sept 13

Contractual Employee Assignments

Worked with 'No on Measure N' Initiative & Cornerstone Staffing as contractual employee. Duties included data entry, telephone interviews, and close coordination with fellow employees. Also performed duties of hotel housekeeping at Marriott, Oakland & Fremont, CA, as well as WorldMark Clarion, SF, CA.

April 11- Aug 12      DD's Discount Store      Vallejo, CA

Sales Associate/Fitting Room Attendant

Attend to all aspects of the fitting room, greet customers, track merchandise, sort and distribute back to sales floor. Hard tagging items from inventory, maintain three additional departments at closing.

Jan 09- June 11      TutorWorks      Redwood City, CA

Program Manager

Grant Elementary, Edendale Middle & Paradise Baptist Church Rec. Center sites; Supervising a staff of 1 to 4 Academic Coaches.

Provided hands on training and encouragement to staff and students.

Daily Parental contact regarding student progress and site activities.

Daily interaction with Teacher Mentors regarding student learning needs

Nov 09-Oct 10

Operations Manager      Grandpa's Grub      Antioch, CA

Responsible for the daily operation of the restaurant. Purchased supplies, inventory control, accounting, Hiring and staff training & supervisory duties. Maintained the front of the house duties, cleaning, restocking, Taking orders, answering all calls, and completing all cash and credit transactions.

Sept 2008-Sept 2009

Resident Facilitator      Wistar Redemption & Recovery      Oakland, CA

Provided on-site facilitation duties for an 18month In-Patient recovery program. Responsible for day-to-day operation of facility, all intake and exit interviews, conflict resolution, group meeting facilitator, created and supervised weekly work assignment, coordinated business movements and weekend passes, assisted with job searches & educational pursuits. Case management reporting directly to Program Facilitators and Executive Director.

Jan 1999- May 2006      Nextel Communications      Walnut Creek, CA

Engineering Analyst

Worked closely with Engineering Team, meeting yearly goals over 100%. Contacted Users & Site Techs via telephone diagnosing and troubleshooting network issues, network outages and resolutions.

Maintained close relationship with Sales and Site Development, expanding coverage throughout NCAL area

Extensive database experience and intra-net experience with Vantive, Clarify & Oracle based Engineering products.

Oct 1995-Jan 1997      CAL-PEP      Oakland, CA

Executive Assistant

Office Admin Support

Answering phones, filing, typing, grant proposal assembling, maintained Ex. Director's calendar, Temp. Finance Management duties, Event planning, coordination, Maintain front office support, Client/visitor contact.