

Ann Marie Wood

386 Lakespring Place
Oakley, CA 94561
(408) 833-2088

OBJECTIVE Customer Service Representative / Sales Representative

SPECIAL SKILLS

- Fifteen years customer service experience
- Four years sales experience
- PBX operator experience
- Excellent English and communication skills
- M/S Office, Goldmine, Experian software, network systems experience
- Par Springer Miller Hospitality software
- Management experience
- Wholesale mortgage experience
- Field representative experience
- Cash handling experience
- Hotel experience
- Entrepreneur: Rental properties owner

EMPLOYMENT EXPERIENCE

- 08/10 to 09/13 **THE ROMAN SPA HOT SPRINGS RESORT, Calistoga, CA**
Front Desk Associate
Performing daily auditing procedures, greeting guests, answering phones, making reservations, checking guests in and out, handling cash and credit card transactions, handling guest comments and complaints.
- 04/10 to 09/13 **CULINARY INSTITUTE OF AMERICA AT GREYSTONE, St. Helena, CA**
Special Event Server
Set-up, plate service, food and beverage service, and breakdown. Weddings, conferences, and corporate outings held there, each requiring an exquisite and unique experience.
- 11/07 to 8/11 **AMERICAN RATINGS CORPORATION, Novato, CA**
Research Data Collector
Extensive customer interaction representing American Ratings Corporation in client's place of business in a professional manner. Various methods used to collect and cross-reference records and information. Territories Solano, Sonoma and Napa counties.
- 01/07 to 02/10 **COOPER ELEMENTARY SCHOOL, Vacaville, CA**
Parent Volunteer
Volunteer for various events, class projects, assist school faculty in homework assignment corrections, help coordinate fund-raising, field trips, other functions.
- 09/05 to 12/06 **VALUESTAR INC., Oakland, CA**
Rating Specialist
Collection and audit of client's customer's information to evaluate client's level of customer satisfaction. Data collection methods include business and other relevant licenses, insurance verification, credit rating and other financial record verification. Collection of information by telephone and in person, entered into database.

01/01 to 01/06 **Personal Rental Property Management**
Primary person in charge of the restoration and maintenance of my own rental property in Fairfield, CA. Background, credit checks on all prospective tenants, collection of rent payments, book-keeping and maintenance of all tax records.

3/00 to 12/00 **VALUESTAR INC., Oakland, CA**
Data Specialist
Extensive customer interaction representing Valuestar at the client's place of business in a professional manner. Various methods used to collect and cross-reference records and information. Territories Contra Costa, Solano, Sonoma and Napa counties.

10/98 to 10/99 **GN MORTGAGE, Concord, CA**
Loan Production Assistant
Primary responsibility include distribution of incoming correspondence, document orders, faxing to clients, filing, copying, computer work, and provision of administrative and phone support for the underwriters.

12/97 to 3/98 **FIDELITY NATIONAL TITLE COMPANY, Walnut Creek, CA**
Order Desk/Title Department
Various tasks including running TRW's, Tax Rolls, pulling maps, updating files and switchboard relief.

6/95 to 6/97 **PROFESSIONAL RESOURCE SCREENING INC., Martinez, CA**
Supervisor/Administrative Assistant/Investigation
Pre-employment screening, verify employment and education, analyze credit reports, court records, driver's license record check, responsible for several accounts, computer work, faxing to clients, supervising five employees.

3/93 to 7/95 **HOME DEPOT, Concord, CA**
Customer Service Representative
Responsible for customer service, cashiering, credit card assistance, special order desk, and operation of PBX systems.

EDUCATION

1984 - 1988 **Diablo Valley College, Pleasant Hill, CA; Business Administration coursework**

1984 **Ygnacio Valley High School, Concord, CA; graduated**

REFERENCES Available upon request.

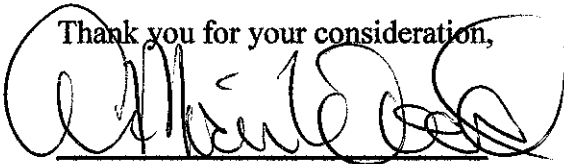
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Dear Hiring Manager,

I'm glad to have the opportunity to introduce myself. I am an energetic, ambitious person with many years of experience in customer service and sales and have performed a multitude of tasks in both office and field environments. I'm honest, detail-oriented and someone who works well with others.

If you seek someone who thrives on challenges and is a team player, I am that person. I look forward to discussing my qualifications that are noted in the accompanying resume at your earliest convenience.

Thank you for your consideration,

A handwritten signature in black ink, appearing to read 'Ann Marie Wood', written over a horizontal line.

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