

**Kimberlee A. Reid**  
37787 Elliot St.  
Fremont, Ca 94538

E-Mail: kimmier@earthlink.net  
510-396-0288

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## **CUSTOMER SERVICE PROFESSIONAL**

**Outstanding customer service representative with more than 15 years, experience in diverse environments. Professional attitude. Takes pride in managing accurate and efficient customer accounts. Dedicated, efficient, task-oriented employee. Interacts with senior management. Known to go the "extra mile" for customers And colleagues.**

### **PROFESSIONAL STRENGTH'S INCLUDE:**

Exceptional Customer Service      General Office  
Self Motivated                      Well Organized  
Works well under pressure

### **EXPERIENCE:**

#### **Vintage Catering, Fremont, CA**

Event Leader Corporate and Private Event

01/2010-02/2014

- ❖ Deli Manager
- ❖ Catering Events
- ❖ Ordering and maintain Supplies

#### **Extended Stay Deluxe Hotel, Pleasanton, CA**

07/2010-08/2012

Front Desk

- ❖ Book Reservations
- ❖ Check guests in and out
- ❖ Answer Phones

#### **H&R Block, Tracy, CA**

01/2010-04/2010

Customer Service Representative

- ❖ Make Appointments
- ❖ Answer Phones
- ❖ Front Desk

#### **Washington Mutual, Castro Valley, CA**

02/2007-07/2008

Senior Teller

- ❖ Front Line Teller
- ❖ Front Line Supervisor
- ❖ ATM Balancing

#### **Safe America Credit Union, Hayward, CA**

06/2005-11/2006

Member Service Representative

- ❖ Member Service Representative
- ❖ Customer Service
- ❖ Front Line Teller
- ❖ Answer Phones

**Atlas Sales & Rentals, Newark, CA**

08/2000-05/2004

**Collections Manager**

- ❖ Collections Manager
- ❖ Accounts Payable
- ❖ Accounts Receivable
- ❖ Invoicing
- ❖ Back-up Receptionist

**Patelco Credit Union, San Ramon, CA**

10/1995-06/2000

**New Accounts & Member Service Representative**

- ❖ New Accounts
- ❖ Front Line Teller
- ❖ ATM Daily Balancing
- ❖ Answer Phones
- ❖ Vault Teller
- ❖ Input Loan Data & Answer Loan Questions

**\*\*Received Patelco Credit Union Most Valuable Person Award for the East Bay Area**

**Golden Gate Auto Auction, Fremont, CA**

12/1992-08/1995

**Fleet Lease Coordinator**

- ❖ Coordinating car sales twice a week
- ❖ Answering Phones
- ❖ Redemptions
- ❖ Prepare checks for clients and dealers
- ❖ Arbitration

**REFERENCES:**

**Name:** Jeff and Gloria Silva      **Title:** Business Owners  
**Company Name:** Vintage Catering  
**Phone:** 510-657-1149      **Years Acquainted:** 4  
**Address:** Fremont, CA 94538

**Name:** Wendi Blair      **Title:** Branch manager  
**Company Name:** Patelco Credit Union  
**Phone:** 510-886-8839      **Years Acquainted:** 11  
**Address:** 1510 E St. #22 Hayward, CA 94550

**Name:** Karen Lewis      **Title:** Branch Supervisor  
**Company Name:** Patelco Credit Union  
**Phone:** 925-443-8407      **Years Acquainted:** 14 years  
**Address:** 3149 Callaghan St. Livermore, CA

**Name:** Annetta Calhoun      **Title:** Senior Executive Assistant  
**Company Name:** Walters & Wolf  
**Phone:** 510-226-5159      **Years Acquainted:** 9 months  
**Address:** 41450 Boscell Rd Fremont, CA 94538