

Terry Villanueva

1035 Haight Street
San Francisco, CA 94117
Cell: (209) 910-7360
Email: villanuevaterry@gmail.com

BUSINESS SKILLS

Excel, Word, PowerPoint, Access, Publisher, Outlook, CPR and AED, ADP Payroll, Scanner, Keyboarding at 57 wpm, 10 Key by touch, Customer Service

EDUCATION

I most recently had been attending San Joaquin Delta College completing core requirement courses as well as completing a class resulting in an externship and license for Phlebotomy Technician I.

EMPLOYMENT

Dispatch	03/14 – 12/14	Salvation Army	San Francisco, CA
Volunteer Position			

Followed drivers and helpers on routes on computer with proprietary GPS system that tracked each driver on each route usually 4 routes a day with 150+ donation pickups. Contact for donors to set up appointments, give information on donations and give information on where to drop off. Handled donor complaints. Contact for drivers who used GPS on iPad in vehicles. Gave direction on finding donors address, called donors to let them know driver was on his way or had arrived. Approved or declined donations according to the photo's driver sent to dispatch via iPad. Rescheduled donors when needed. Organized, made files and filed paperwork needed for statistics. Updated on a daily basis an MS Excel spreadsheet giving the daily statistics for donations from five centers on the West Coast and sent a mass email out to managers with the information. Compiled a document in MS Word to give direction to Driver Helpers to improve communication between helpers and dispatch.

Administrative Specialist I	02/07 – 09/09	City of Boulder	Boulder, CO
20 hour position		Housing and Human Services	

Helped coordinate "Lights on After School" an organization that brings attention to after school programs available for children who would be "latchkey kids" with twenty-eight vendors, collected payments from vendors, assigned spaces, compile and send out correspondence using MS Word, department training manual updates in MS Word, format and produce monthly newsletter for five elementary schools in MS Word, print and send out monthly data reports to 17 employees using Crystal Reports, enter data in reports that is sent to the Human Services Fund for yearly funding request using MS Excel, reconcile credit card statement monthly, background checks, data entry, audit others data entry for accuracy, train employees on database use, go to off site work places and help employees set up peripherals on their computers, enroll supervisors direct reports into training classes, inventory city equipment at several schools, keeps calendar for administrator and sets up meetings with executive level attendee's as well as subordinates, makes sure calendar is accurate and keeps supervisor on schedule, timesheet collection with strict deadline, teaches employees how to use on line timesheet system, meeting planning, filing, keep confidential personnel files as well as other confidential files, send and receive surveys to parents and staff at several schools regarding programs and track data in MS Access, catering orders.

Sales and Service Consultant	04/2006 – 07/2006	Qwest Communications	Denver, CO
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Finished extensive 3 month training with Qwest Communications for position of Sales and Service Consultant. Training consisted of customer service training, sales and several proprietary software system.