

Betty Allen  
408-674-2755

allen.betty80@yahoo.com

## Work Experience

Customer Service  
Dispatcher  
Organizational Skills  
Rep Support

Written and Verbal Skills  
Data Entry  
Met Deadlines  
Attention to Detail

Brookstone – Christmas Sales Job 11/14/14-12/27/14

One Call Care—Transport Injured workers to their Dr. Appt. 9/2011 - Present

Macys – On Call – Associate 8/2011-03/2013

Aerotek, Temorary Agency, Inventory Control 01/10-01/16/2010  
to reorganize parts/correct errors. 12/12-12/16/2009  
Replaced date errors on parts. 12/19-12/24/2009

Volunteered for San Jose Museum of Art 9/2005 - 6/2006

Prepared and gave art presentations to children  
in our school system

Attended CCOC School, Interior Design 9/2002 - 9/2005

Sears - Valco, Cupertino, Assoc. 5/2005 - 10/2005

Nordstroms Rack, Saratoga, Assoc. 9/2004 - 1/2005

Macy's - Santa Cruz, Assoc. 4/2000 – 9/2000

Manpower, San Jose and Santa Cruz, CA 9//2002 -1/2003  
Clerical/Office procedures

Pacific Bell Directory (AT&T), San Jose, CA

Reports Associate - Message Center

1997-2000

Route incoming calls to appropriate department or Representatives. Bursting contracts  
and mailing out to customers, meeting a daily deadline.

Worked on special projects.

- Exceeded company standard of 87% with regard to call service



objectives with 94.4% average; also exceeded company standard of 1.6% on abandoned calls, by averaging 1.3%.

- Compile resource material for team's relief binder.
- Personal Best acknowledgment by peers and manager for teaming, customer service.
- Trained and took responsibility to see that Projects were completed on time.

Administrative Manager (Acting)

(11/96- 05/97)

- Coordinator for Photo-ID for entire San Jose branch.
- Supervise Fulfillment Center Employees.
- Supervise Message Center Employees.
- Supervise Layout Desk Clerk.
- Interdepartmental liaison.
- Coordinate voucher and bill processing for San Jose Branch.

Assistant, Key Accounts

1990-1995

Coordinated preparation of customer binders. Trained new personnel for office procedures. Ordered all office supplies, company forms, duplicating and printout paper and stacked all material on shelves. Answered incoming calls.

- Maintained Library, with new directories.
- When data printer needed maintenance, assisted reps or called in for repair service.
- Coded and checked preparation of vouchers and exception sheets.
- Stripped accounts and maintained customer files.
- Interfaced with building maintenance to assure we had a safe environment.
- Sorted, prioritized and distributed mail. Prepared all overnight mail envelopes.
- Prepared form for crosscharging of metered mail.
- Typed correspondence.
- Pulled and refiled copies that were requested by various groups or for Rep's at customer's premises.
- Performed all minor repairs on office equipment.
- Maintained customer accounts when Rep was absent.
- Maintained and reduced overall budget of the branch.
- Served as Poqet computer coordinator for reps. Went to team meeting in Los Angeles once a month until project was completed. Problem solved to see if Query Rate was accurate for reps.
- Copied all flashes and rate charts and distributed to all in the office.
- San Jose office was the top office for 4 out of 5 years.
- Establish new folders for each new campaign, and made labels for folders on the Mac.



- Pull Market management screens upon request.
- Help KAEs ( reps.) locate records, assist in preparing contracts, call customers to relate messages from KAEs, assist customers if KAEs are not available.
- Served as Poqet computer coordinator for all reps. Went to team meeting in Los Angeles once a month until project was completed. Problem solved to see if the Query Rate was accurate for reps.

Staff Associate

1986-1990

Verified contracts, advertising and processed queries. Trained new representatives to present clean paperwork to QA. Assisted on overload desk in order to meet deadlines.

- Maintained good working rapport with 13 representatives.
- Assisted peers and shared forms and information to expedite our work.
- Keyed in an average of 132 entries daily, compared to peer average of 130.
- Conscientious to help peers in order to meet our team deadlines.

Dispatcher

1985-1986

Screened calls and dispatched condition reports to the specialists out in the field throughout Northern California. Area covered as far North as Ukiah, as far South as Monterey and inland to the Sacramento area.

- Reacted quickly to downed transformer in Davis, CA, resulting in saving customers hours of down time.

Staff Clerk

1983-1985

- Typed letters, memos, charts, graphs, and marketing manuals, making daily deadlines.
- Backed up the data equipment each morning on large file disks.
- Met daily deadlines.

Staff Clerk

1980-1983

- Transferred non-management employees to different locations in California and other states as needed.



Education: West Valley College - Saratoga, CA  
A.A.- General Education

Technical Skills: Computer knowledge

Technical Training:

- Volunteer for San Jose Museum of Art - (2007)
- Attended CCOC School, Interior Design - (2005)
- Public Speaking - West Valley College (1997)
- Living Our Values - (1996)
- Effective Communication - Decker (1995)
- Beyond Time Management - Pacific Bell Directory (1995)
- Problem Solving & Teaming - Pacific Bell Directory (1991)

References:

Rosemary Asaro - 408-813-0325 - [frieden@sbcglobal.net](mailto:frieden@sbcglobal.net)  
Vaness Weiss - 408-635-7406  
Kathy Davis - 831-588-4995





**NOTICE TO EMPLOYEE***Labor Code section 2810.5***EMPLOYEE**Employee Name: BETTY ALLENStart Date: 3/8/17**EMPLOYER**Legal Name of Hiring Employer: S.E ScherIs hiring employer a staffing agency/business (e.g., Temporary Services Agency; Employee Leasing Company; or Professional Employer Organization [PEO])? ☐ Yes ☐ No

Other Names Hiring Employer is "doing business as" (if applicable):

Acrobat Outsourcing

Physical Address of Hiring Employer's Main Office:

665 Third St. Suite 415, San Francisco, CA. 94107

Hiring Employer's Mailing Address (if different than above):

Hiring Employer's Telephone Number: 415-431-8826

If the hiring employer is a staffing agency/business (above box checked "Yes"), the following is the other entity for whom this employee will perform work:

Name: \_\_\_\_\_

Physical Address of Main Office: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**WAGE INFORMATION**Rate(s) of Pay: \$13.00 & \$14.00 Overtime Rate(s) of Pay: \$19.50 & \$21.00Rate by (check box): ☒ Hour ☐ Shift ☐ Day ☐ Week ☐ Salary ☐ Piece rate ☐ Commission☐ Other (provide specifics): \_\_\_\_\_Does a written agreement exist providing the rate(s) of pay? (check box) ☒ Yes ☐ NoIf yes, are all rate(s) of pay and bases thereof contained in that written agreement? ☐ Yes ☐ No

Allowances, if any, claimed as part of minimum wage (including meal or lodging allowances):

(If the employee has signed the acknowledgment of receipt below, it does not constitute a "voluntary written agreement" as required under the law between the employer and employee in order to credit any meals or lodging against the minimum wage. Any such voluntary written agreement must be evidenced by a separate document.)

Regular Payday: FRIDAY

## WORKERS' COMPENSATION

Insurance Carrier's Name: Integro USA Inc. dba Integro Insurance Brokers

Address: 1 State Street Plaza, 9<sup>th</sup> floor, New York, NY. 10004

Telephone Number: 212-295-5440

Policy No.: LDC4042609 AOS

☐ Self-Insured (Labor Code 3700) and Certificate Number for Consent to Self-Insure: \_\_\_\_\_

## PAID SICK LEAVE

Unless exempt, the employee identified on this notice is entitled to minimum requirements for paid sick leave under state law which provides that an employee:

- a. May accrue paid sick leave and may request and use up to 3 days or 24 hours of accrued paid sick leave per year;
- b. May not be terminated or retaliated against for using or requesting the use of accrued paid sick leave; and
- c. Has the right to file a complaint against an employer who retaliates or discriminates against an employee for
  1. requesting or using accrued sick days;
  2. attempting to exercise the right to use accrued paid sick days;
  3. filing a complaint or alleging a violation of Article 1.5 section 245 et seq. of the California Labor Code;
  4. cooperating in an investigation or prosecution of an alleged violation of this Article or opposing any policy or practice or act that is prohibited by Article 1.5 section 245 et seq. of the California Labor Code.

The following applies to the employee identified on this notice: *(Check one box)*

- ☒ 1. Accrues paid sick leave only pursuant to the minimum requirements stated in Labor Code §245 et seq. with no other employer policy providing additional or different terms for accrual and use of paid sick leave.
- ☐ 2. Accrues paid sick leave pursuant to the employer's policy which satisfies or exceeds the accrual, carryover, and use requirements of Labor Code §246.
- ☐ 3. Employer provides no less than 24 hours (or 3 days) of paid sick leave at the beginning of each 12-month period.
- ☐ 4. The employee is exempt from paid sick leave protection by Labor Code §245.5. (State exemption and specific subsection for exemption): \_\_\_\_\_

## ACKNOWLEDGEMENT OF RECEIPT

*(Optional)*

Erika Komatsu

(PRINT NAME of Employer representative)

(SIGNATURE of Employer Representative)

(Date)

3/8/17

(PRINT NAME of Employee)

(SIGNATURE of Employee)

(Date)

3/4/17

The employee's signature on this notice merely constitutes acknowledgement of receipt.

Labor Code section 2810.5(b) requires that the employer notify you in writing of any changes to the information set forth in this Notice within seven calendar days after the time of the changes, unless one of the following applies: (a) All changes are reflected on a timely wage statement furnished in accordance with Labor Code section 226; (b) Notice of all changes is provided in another writing required by law within seven days of the changes.