

# Pauline Clark

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## QUALIFICATIONS:

- Years of clerical experience in a diverse environment
- Receptionist with great multi-tasking abilities
- Excellent communicational skills
- Proficient in Microsoft Word, Internet research, entered computer data
- Dependable, punctual, courteous, efficient and possesses excellent customer service skills
- Self-motivated, honest, dependable and uses good judgement

## EMPLOYMENT HISTORY:

### Driver/Delivery

Instacart, San Francisco, CA

July 2016 – September 2016

- Shopped and delivered groceries from local stores to customers
- Assisted other shoppers with orders as needed
- Accurately completed shopping for orders using good judgment to ensure preferences
- Developed knowledge of products, product pricing and store layout

### Front Lobby Desk Clerk

Mercy Housing Mgmt. Group, San Francisco, CA

July 2015 – January 2016

### Front Lobby Desk Clerk

Solutions SF, San Francisco, CA

February 2014 – September 2015

- Maintained the safety and security of the building
- Observed surveillance camera activity
- Ensured white zone was free of parked cars
- Locked/Unlocked laundry facility and main building entrances, kept exits secure
- Answered phone calls and transferred calls
- Signed in residents visitors and other staff
- Performed building rounds
- Responded to emergencies and made 911 calls to fire, police and paramedics
- Crafted work orders
- Wrote incident reports

### Group Facilitator

The Navigator, San Francisco, CA

November 2012 – January 2014

- Escorted appointments
- Community outreach
- Submitted client case notes via Firefox
- Filing and document control
- Group facilitator

### Barista/Cashier

City Wide, San Francisco, CA

September 2010 – October 2013

- Prepared and served food and beverages
- Received orders from customers
- Maintained stock and inventory
- Cash transactions with customers

## TRAINING/ACHIEVEMENTS:

California Food Handling Safe Serve Certification 2/ 2016

Security Training Powers To Arrest & Weapons Of Mass Destruction Certification 4/21/2016

Peer Mentor Mental Health Specialist Program, SFSU, San Francisco, CA  
Clerical Support Specialist Certificate Program, 4.0 GPA, CCSF, San Francisco, CA

12/15/2015  
2011