

**Patience Gilbert**

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**OBJECTIVE**

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Self-motivated and energetic individual with 15 years' experience in customer service. Outstanding communication and organizational skills. Recognized by associates as a valuable team player. Seeking a position with a company which will effectively use my current skills and offer the ability to learn new skills.

**EDUCATION**

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Orchard High School, Monroe, MI, Graduated 2005

**SKILLS**

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- Fifteen-years customer service experience
- Maintain high standards of confidentiality
- Ability to operate multi-line telephone system
- Experience working in a fast-pace environment
- Microsoft Office Suite intermediate level
- Knowledge of addiction and recovery tech
- Skilled in operating cash register and receiving payments by cash, check, debit or credit
- Inventory experience

**PROFESSIONAL EXPERIENCE**

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- Ensure daily paperwork is completed in accordance with procedures
- Help maintain facility by ensuring client assignments are completed in a timely manner
- Administer drug testing and/ or alcohol testing as needed for clients
- Process intakes of clients
- Able to handle food in a safe and sanitary manner
- Successfully resolve problems and complaints
- Accurately documented and distributed residents medication
- Provide basic assistance and information to residents
- Anticipate and elucidate customer issues
- Provide excellent customer service

**Employment History**

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- Ambassador LLC Group, Houston, TX 07/2016 to present
- McDonalds, Monroe MI 48161 07/2015 to 04/2016
- Big Blues Ribs Monroe, MI Hostess 01/2015 to 07/2015
- Oak Of Righteousness, Monroe, MI Sorter/Organizer 11/2014 to 01/2015
- Mable Kehres, Monroe, MI, Server/Prep 09/2014 to 11/2014
- Auto Owners, Monroe, MI Home Health Care 03/2012 to 11/2014
- Salvation Army Harbor Light, Monroe, MI Monitor 03/2012 to 05/2013