

CAMILLE D. GONSALVES

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ADMINISTRATIVE SUPPORT PROFESSIONAL

Highly motivated and skilled professional, willing to relocate, seeks Clerical Support or Customer Service position with small to medium-sized company or organization that welcomes initiative, dedication, and experience. Exceptional ability to develop rapport with a diverse range of people, offering 15+ years of high quality, dedicated service and solid administrative acumen.

#### PROFESSIONAL PROFILE

- v Performs a range of diverse administrative activities for department/organizational unit; serves as a central point of liaison with other departments and external constituencies in the resolution of a variety of day-to-day matters.
- v Utilizes knowledge and understanding of underlying operational issues to create, compose, and edit technical and/or administrative correspondence and documentation.
- v Researches information, compiles statistics, and gathers and computes various data; prepares special and/or one-time reports, summaries, and replies to inquiries, selecting relevant data from a variety of sources.
- v Maintains computer records, files and contracts for customers
- v Skilled in terminal-digit filing systems, typing, data entry, reception, banking remittance, survey research, document reviewing, mail processing and microfilming
- v Adaptable, team player and functions well in fast-paced environments

#### EDUCATION

##### ADMINISTRATIVE / CUSTOMER SERVICE

Advanced Vocational Institute

##### AA – LIBERAL ARTS

Diablo Valley College

##### GENERAL STUDIES

California State University, Chico

#### CAREER PATH

CLERICAL ASSISTANT                      Nelson Staffing Solutions                      1994-Present

Functions: Perform variety of customer service and general clerical duties on on-call basis for retailers, financial institutions, insurance companies and government agencies. Skilled in terminal-digit filing systems, typing, data entry, reception, banking remittance, survey research, document reviewing, mail processing, and microfilming.

GUEST SERVICES REPRESENTATIVE                      GSA Incorporated                      2006-Present

Functions: Provides customer service support to convention staff; performs customer-service tasks to assist event attendees such as greeting, directing, and providing information. Additionally, checks in and disburses attendee belongings and monitors items while at facility and performs related cash transactions and close-out computations of daily deposit totals.

CUSTOMER SERVICE REPRESENTATIVE                      Action Figures                      2004-Present

Functions: Oversees clerical support to convention staff for events; performs customer-service tasks to assist event attendees such as greeting, directing, and providing information. Additionally, disburses materials and monitor attendance via scanners and counters for overall sessions, workshops, and

seminars.

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**ADMINISTRATIVE ASSISTANT**

**IKEA Home Furnishings**

**2000-2002**

Functions: Maintained computer records, files and contracts for customer orders. Provided telephone and in person customer assistance, researching special orders status and order issues, processing delivery status changes, and applying store policies and procedures.

**TECHNOLOGY**

- § Windows XP
- § Microsoft Word 2000
- § Microsoft Excel 2000
- § WordPerfect 9
- § Word Processing
- § Data Entry

**EXCEPTIONAL REFERENCES AVAILABLE UPON REQUEST**