

# **ANNA PATTON**

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**Objective:** A part-time entry level clerical position.

**Qualifications:**

- Excellent customer service skills
- Excellent written and verbal communication skills
- 12+ years customer service and clerical experience
- Caregiver experience
- Management experience
- Cashiering experience
- Scheduling experience
- Ability to work with diverse populations
- Ability to work independently or as part of a team
- Excellent work ethic

**Professional Experience:**

**Administrative Assistant**

- Balanced and recorded cash drawers
- Secured money for management to deposit
- Assisted with AP/AR
- Sorted and filed documents
- Assisted in preparing bulk mailings
- Prepared correspondence and memos
- Handled and organized outgoing and incoming mail

**Receptionist/Customer Service**

- Greeted and assisted customers in person and on the telephone
- Assisted patrons to purchase tickets and select seats
- Screened and directed callers to appropriate staff and/or voice mail
- Provided general information and took detailed messages
- Recorded and documented complaints
- Scheduled and confirmed appointments

**Supervisory**

- Trained and supervised eight food service workers and cashiers

**Education:**

Arriba Juntos, Certified Nurse's Assistant/Home Health Aide/CPR, 2003

City Build Construction, certificate of completion

Southeast College Career Center, Career Advancement Certificate, 1979

Skyline, Jr. College, AA Liberal Arts

**Employers:**

2003 to 2012- IHSS and Hospice by the Bay

Habitat for Humanity Volunteer, San Francisco, CA

1999 to 2000 - Goodwill Industries, Sales Associate, San Francisco

1994 to 1999-3 Com Park, Seasonal Cashier, San Francisco, CA