

ANNA PATTON

1325 Hawes Street
San Francisco, CA 94124
(415) 678-0482
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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