

Nicole R. Jones

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Objective

Receptionist, Sales or Service Associate, Information Officer, or related Customer Service position that offers stability, daily challenges, and career growth opportunities

Qualifications Summary

- **8+ years of Outstanding Customer Service:** Polite, helpful, patient, positive with difficult people, accurate, and culturally sensitive. Able to understand basic Spanish.
- **8+ years of Clerical experience:** Assisted with Reception, Emails, Heavy Data Entry, Order Processing, Word Processing, Payment Processing and Mailings on temp assignments for large business owners.
- **Solid Business Technology skills:** Comfortable with Windows, Microsoft Office programs (Access, Excel, Word, PowerPoint, Outlook), registration databases, Internet applications, all office equipment, multi-line phones, cash registers, and credit/debit card readers.
- **Praised by supervisors for always delivering 120%:** Loyal, punctual, flexible, team-oriented, excellent with memorization, and always motivated to do more than is asked.

Experience Details

Customer Service

- Cheerfully greeted and registered over 100 event attendees daily at Moscone Center, verified information for database entry or lookup, and answered questions about costs or schedules.
- Directed event attendees politely to look straight ahead and smile while taking their photo for a badge, and printed out badges for attendees.
- Provided directions to Moscone Center exhibit areas, specific session rooms, food areas, restrooms, Yerba Buena Garden, and surrounding restaurants or hotels.
- Collected and checked parking tickets for 200-300 parking garage guests daily, informed guests of any fees, provided change and directions, and thanked people.
- Assisted Safeway customers with finding or retrieving items on the sales floor, bagged customer groceries, and transferred groceries to customers' cars when requested.

Clerical Support

- Entered event registration information in databases, and printed receipts and badges.
- Assisted event registration managers with setting up, training temps, and running errands.
- Created and formatted letters in Word, spreadsheets in Excel, and slides in PowerPoint.
- Created and formatted envelope labels for mail distribution and prepared packages for shipping.
- Composed and responded to emails in Outlook, and organized emails in folders.
- Prepared bulk mailings for office staff, and prepared and scheduled express mail pickups.

Recent Service

<i>Open Enrollment Assistant</i>	Delta Dental Insurance Co, San Francisco, CA	08/11 – 11/11
<i>Cashier</i>	Oakland Coliseum, San Francisco, CA	11/10 – 08/11
<i>Registration Typist</i>	The Moscone Convention Center, San Francisco, CA	11/10 – 08/11
<i>Courtesy Clerk</i>	Safeway (Market St. Store), San Francisco, CA	08/08 – 02/09

Education

Business Administration, Heald College, San Francisco, CA, 02/11 – present
Diploma, Raoul Wallenberg High School, San Francisco, CA