

# ZINNIA B. GAINES

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## **OBJECTIVE**

Seeking an opportunity where I can apply my skills, experience, and work ethic in a way that will benefit both the organization and the people it serves.

## **SUMMARY OF QUALIFICATIONS**

- Over 15 years of customer service experience.
- Outstanding communication, listening, administrative, and organization skills.
- Work well under pressure and thrive on challenging projects.
- Proficient with Microsoft Office: Word, Excel, Outlook, Access.

## **WORK EXPERIENCE**

**Postmates, San Francisco, CA**

Courier (Independent Contractor)

Oct 2016 – Nov 2017

**Uber, San Francisco, CA**

Driver (Independent Contractor)

Apr 2015 – Jul 2016

**Asian Art Museum, San Francisco, CA**

Visitor Service Trainee

May 2009 – Feb 2010

- Coordinated front desk activities, including greeting guests, answering questions, and activated wands for self-guided tours.
- Coordinated Kids Art program on Saturdays – including programming, stocking supplies, and addressing parent questions.

**S.F Clubs, San Francisco, CA**

Staff Support

Jul 2008 – Feb 2009

- Handled multiple computers for club entry and cash registers for purchases.
- Kept records of entries and did blind cash drops every evening.

**MFS Technologies/FasTrak, Concord, CA**

Account Support Representative

Apr 1998 – Dec 1999

- Conferred with customers by telephone, and resolved complaints by performing activities such as refunding money, and/or adjusting bills.
- Kept records of customer interactions and transactions, recording details of inquiries, complaints, and/or comments, as well as actions taken.

## **EDUCATION & TRAINING**

**Western Career College, Walnut Creek, CA**

Studies in Webpage Design