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### SKILLS AND ABILITIES

- ❖ Outstanding Customer Relations
- ❖ First Point of Contact/Reception
- ❖ Proficient in Microsoft Word
- ❖ Collects payments
- ❖ Data Entry
- ❖ Typing 50 WPM
- ❖ File Management
- ❖ Stock and carry heavy items
- ❖ Appointment Scheduling/Calendar
- ❖ Faxing/Scanning/Copies/Mailing
- ❖ Managing staff in efficient manner
- ❖ Inventory and Supply Ordering
- ❖ Report Writing/Editing/Proof Reading

### PERSONAL QUALITIES

#### *Ability to:*

Competently manage many simultaneous tasks  
Exercise discretion and independent judgment  
Maintain a positive and supportive attitude  
Manage deadlines

#### *Strengths:*

Work effectively alone or as part of a team  
Dependable and Hard Working  
Detail Oriented  
Motivated and Eager to Excel  
Excellent listener  
Outstanding Personality

### EXPERIENCE

#### **Amazon Sortation Worker-** February 2019-May 2019

- Responsible for sorting packages to be shipped out to customers.

#### **Amazon Fulfillment Worker** -October 2018-January 2019

- Responsible for putting the correct number of items in a tote.

#### **McDonalds; Manager In Training-** March 2018 to October 2018

- Responsible for running an efficient store

#### **McDonalds; Crew Trainer/Cashier** -October 2016-March 2018

- Cashier
- Trained new employees on procedures

#### **Togos; Customer Service**-September 2016-November 2016

- Greet customers in a friendly manner.
- Process orders in a timely manner.
- Conduct janitorial duties as needed.

**Partners In Care; *Caregiver*** - October 2015- January 2016

- Assisted client with scheduling daily activities/ appointments and ensured no conflicts.
- Kept daily logs, tracked client's progress, and assisted in meeting goals.
- Interacted with outside agencies on client's behalf to ensure quality of care.

**Round Tables; *Customer Service*** -December 2013-August 2014

- Greeted customers in a friendly manner face to face and over the phone.
- Processed credit card transactions and took over the phone orders.
- Entered orders into computer and followed up on customer satisfaction.

**McDonalds; *Safety Manager/Cashier*** -September 2010-November 2013

- Responsible for monitoring store equipment and determine need for repair or replacement.
- Communicate with Management regarding safety evaluations.
- Conduct weekly meeting with management and staff to report findings and suggestions.
- Cashier

**Sierra College Bookstore; *Store Clerk*** -August 2012-September 2012 seasonal

- Assisted students in filling book orders.
- Inventory control and tracking of students orders.
- Reference BOG waiver data base to determine student's eligibility.

## EDUCATION

American River College - Social Science/Film  
2014-present  
Film Certificate- May 16, 2018

## References

Elle Simonetto      (916) 917-0201  
Josh Larson        (916) 525-5330  
Linda Giannelli    (916) 802-8115