

Crystal Clausen
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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