

Vanessa Crutchfield

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OBJECTIVE

Customer Service/ Office Administration

SUMMARY OF QUALIFICATIONS

Military Veteran with diversified customer service and human resources experience with focus on client service and personnel management. Efficient, organized and focused on details. Able to assess client needs to provide products/services to meet those needs. Continually strives to expand professional knowledge and responsibilities.

- Project Management
- Time Management
- Cost Reduction Strategies
- Leadership & Team player
- Customer Service
- Creative Problem-Solving
- Record Keeping & Scheduling
- Self-motivated/Strong Work Ethic
- Computer Skills: Power Point, Excel & Word
- E-Mails: G-Mail and Outlook
- Enjoy people/Good Listener
- Detail-oriented

SKILLS & ACCOMPLISHMENTS

Customer Service

- Possess organizational skills and extensive experience using MS Office Word, Excel, Power Point and Outlook
- Linked customers with informational resources as value-added service
- Managed 2 employees
- Maintained accounting ledgers, inventory, daily operating procedures
- Responsible for purchasing, marketing, vendor and customer accounts
- Responsible for accuracy of information for reports, inventory control, and month end activities.

Office Administration

- Performed Command Briefings
- Provided direct personnel service support for over 10,000 soldiers annually
- Processed leave of absences
- Responsible for daily personnel accounting reports and records maintenance
- Prepared and processed recommendations for awards and coordinated the arrangements for award ceremonies

Organization Skills

- Maintained and distributed production and transportation schedules.
- Processed inventory transactions and related support activities.
- Generated weekly reports on schedules, expenses, and product delivery.
- Flexible, project coordination experience, and the ability to work well with diverse populations

WORK EXPERIENCE

2013 - 2014	Housekeeper	VA Medical Center, Decatur, GA
2005 - 2009	Self Employed	Divine Deals, Jonesboro, GA
1999 - 2005	Human Resources Assistant	U.S. Army, Fort McPherson, GA

EDUCATION

Bachelor's Degree in Integrative Studies

2011

- A 1) After washing your hands, which item should be used to dry them?
- a) Clean apron
 - b) Sanitized wiping cloth
 - c) Single use paper towel
 - d) Common used cloth
- C 2) While washing dishes by hand, which item should you wear?
- a) Cutting glove
 - b) Oven Mitt
 - c) Rubber glove
 - d) Nothing
- D 3) When should you wash your hands?
- a) Before you start work
 - b) After handling non-food items (garbage, money, cleaning chemicals)
 - c) After using the restroom
 - d) All of the above
- A 4) If you need to move a heavy load, you should PULL and not PUSH the object.
- a) True
 - b) False
- E 5) Which of the following could you be at risk for getting burned from?
- a) Steam from boiling pots
 - b) Hot liquids (coffee, soup, tea)
 - c) Hot equipment (ovens, pots, chaffing dishes)
 - d) Harsh chemicals
 - e) All of the above
- A 6) All work-related injuries, accidents or illnesses should be reported immediately to the supervisor on duty.
- a) True
 - b) False
- C 7) What should you do if you spill liquids or see a liquid spill?
- a) Leave it for someone else to clean-up
 - b) Wait until the end of your shift to clean it
 - c) Flag the spill and clean it immediately
 - d) Not sure
- C 8) When handling hot items you should?
- a) Wear rubber gloves
 - b) No need to wear anything
 - c) Use an oven mitt or dry cloth towel
 - d) Nothing
- B 9) If you are using a three-compartment sink for cleaning and sanitizing, the second sink is used for?
- a) Rinsing
 - b) Scraping
 - c) Washing
 - d) Sanitizing
- A 10) What is the proper method for cleaning and sanitizing stationary equipment?
- a) Spray with a strong cleaning solution and wipe with a sanitized cloth
 - b) Spray with a sanitizing solution, then rinse with clean water and dry
 - c) Wash and rinse, then wipe or spray with a chemical-sanitizing solution
 - d) Brush off loose soil with a clean cloth, then wipe with a sanitizing solution