

# RASHEE NEWBERRY

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## SKILLS:

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- MS Office(Word/Excel/Outlook)
- Customer Service
- Technical Support/Troubleshooting/Help Desk
- Sales Experience
- Staff training
- Excellent communication skills
- PC/MAC proficient
- LAN and WAN
- Software Installation
- Internet Research
- Warehouse Clerk/Assembler
- Cash Handling/Cash Balancing
- File and maintain filing system
- Dedicated Team Player
- Point of Sale
- Goal Oriented

## EXPERIENCE

**Los Angeles Job Corps, Los Angeles, CA**

**Tech Support/Office Clerk**

07/17 - 10/19

- Answered multi-line phone systems.
- Data Entry
- Support Tech Department
- Diagnosed and repaired PCs, including hardware component replacement, and virus cleanup
- Performed data backups and disaster recovery operations, updated and rebooted systems as required
- Technical Support
- Copied, filed and faxed documents.
- Converted documents to electronic database and archiving them as needed: digital copies
- Organizing patient files and managed intake paperwork.

**Man Power Staffing(and Various Staffing Agencies), Los Angeles, CA**

**Warehouse Clerk**

01/13 - 05/17

- Received orders and unloaded packages from the truck and stored them properly in the warehouse.
- Picking and Packing
- Finding stock and merchandise in the warehouse.
- Moving pallets by hand, hand truck or manual pallet jack.
- Maintaining a clean, organized and safe work environment
- Willing to start early and finish late.

**Game Stop, Los Angeles, CA**

**Game Advisor/Customer Service Sales**

07/12 - 12/12

- Delivering outstanding customer service
- Sharing product and game knowledge
- Resolved Customer Service issues in a professional and timely manner
- Stocking, organization of the store
- Providing a clean and organized game shop
- Providing every customer with the ultimate shopping experience

## EDUCATION:

**Los Angeles Job Corps, Los Angeles, CA**

**IT Technician/Office Administration Program, 2019**

**Certification: IC3 Certification**

**Animo Locke High School, Los Angeles, CA**

**High School Diploma 2012**

## COMMUNICATION SKILLS QUIZ

For each statement, place an "X" in the column that best describes you. Please answer questions as you actually are (rather than how you think you should be), and don't worry if some questions seem to score in the 'wrong direction'. When you are finished, use the answer key to score your answers and total at the bottom.

Statements To Answer	Not At All	Rarely	Sometimes	Often	Very Often	Score:
1. I try to anticipate and predict possible causes of confusion, and I deal with them up front.				X		<hr/>
2. When I write a memo, email, or other document, I give all of the background information and detail I can to make sure that my message is understood.			X			<hr/>
3. If I don't understand something, I tend to keep this to myself and figure it out later.			X			<hr/>
4. I'm surprised to find that people haven't understood what I've said.	X					<hr/>
5. I can tend to say what I think, without worrying about how the other person perceives it. I assume that we'll be able to work it out later.	X					<hr/>
6. When people talk to me, I try to see their perspectives.				X		<hr/>
7. I use email to communicate complex issues with people. It's quick and efficient.			X			<hr/>
8. When I finish writing a report, memo, or email, I scan it quickly for typos and so forth, and then send it off right away.			X			<hr/>
9. When talking to people, I pay attention to their body language.				X		<hr/>
10. I use diagrams and charts to help express my ideas.			X			<hr/>
11. Before I communicate, I think about what the person needs to know, and how best to convey it.				X		<hr/>
12. When someone's talking to me, I think about what I'm going to say next to make sure I get my point across correctly.				X		<hr/>
13. Before I send a message, I think about the best way to communicate it (in person, over the phone, in a newsletter, via memo, and so on).					X	<hr/>
14. I try to help people understand the underlying concepts behind the point I am discussing. This reduces misconceptions and increases understanding.			X			<hr/>
15. I consider cultural barriers when planning my communications.			X			<hr/>