

CHAUNETTE SWIFT

4060 Sequoia Way, Sacramento, CA 95823 · (916) 296- 2547

ChaunetteSwift7@yahoo.com

Results-oriented Customer Service Administrative Professional with 10-plus-years of a proven successful track record.

PROFESSIONAL EXPERIENCE

MARCH 2019 – PRESENT

LAUNDRY ASSISTANT, HILTON HOTELS & RESORTS

- Manage customer service issues efficiently and effectively
- Carry out task set by Hotel Management to ensure Customer Satisfaction
- Ensure team members adhere to all Health and Safety Regulations and Quality Control processes

AUGUST 2016 – FEBRUARY 2018

ADMINISTRATIVE ASSISTANT, GOLDEN 1 CENTER

- Gather, tabulate, and analyze data
- Prepare correspondence and reports
- Run monthly reports for Event Manager
- Maintain Excel tracking sheet and transfer tabulated data into ABI database

MAY 2010 – JANUARY 2011

ADMINISTRATIVE ASSISTANT, CONTRA COSTA COUNTY EMPLOYMENT & HUMAN SERVICES

- Interact daily with internal & external stakeholders
- Prepare clear and concise correspondence and reports
- Interpret and apply policies, procedures, and regulations
- Review Board Agendas for errors, duplicates, and/or omissions

APRIL 2008 – FEBRUARY 2010

ADMINISTRATIVE ASSISTANT, DSL COMMUNICATIONS

- Process incoming & outgoing mail
- Schedule management level meetings
- Draft management level meeting minutes
- Assist customers in person and over the telephone
- Manage departmental executive Outlook Calendar

FEBRUARY 2005 – FEBRUARY 2008

DATA ENTRY SPECIALIST, NEOPOST

- Compile, prioritize, sort, and process customer orders into ORACLE 2 database
- Enter pertinent data into Excel spreadsheet ensuring proper accounting & reconciliation
- Finalize correspondence, reports, text, and other written materials from draft documents

EDUCATION

AUGUST 2019 – MAY 2021

A.S. BUSINESS ADMINISTRATION, LOS RIOS COMMUNITY COLLEGES

COMPLETED JUNE 1998

H.S. DIPLOMA, CASTLEMONT HIGH SCHOOL

PROFESSIONAL SKILLS & ABILITIES

Advanced customer service skills and abilities

Advanced organizational & methodological skills

Advanced verbal and written communication skills

Ability to maintain a high degree of confidentiality

Positive attitude & willingness to accept additional responsibilities

Ability to analyze data and present ideas and information effectively

Advanced Personal Computer (PC) skills (Microsoft Outlook, Word, Excel, & PowerPoint Software Packages)

Ability to reason logically, creatively, and utilize analytical techniques to resolve complex customer service issues

Ability to consult with and advise management on a wide variety of subject-matter areas and technical assistance

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DEAR HIRING MANAGER,

I am writing to you to express great interest and enthusiasm in your vacant position. The position, as stated in the job description is an ideal match for my future career interests.

I am currently pursuing an education in Business Administration. I have a background in customer service and administrative support that has prepared me with the knowledge, skills, and abilities to take on greater challenges and responsibilities in the workplace. I have become increasingly proficient in business practices, participating in an increasing number of special projects, training new members of staff, and presenting matters from my point of view at management-level meetings. I consequently feel I have reached a level where I am no longer challenged by my current role, and keen to learning and developing further.

I possess 10-plus years of experience working with Modern Office Methods, providing customer service to internal and external stakeholders, administrative office support, data entry, and customer service technical support. I have experience coordinating meetings and event logistics, scheduling vendor training classes and travel arrangements, creating meeting agendas, drafting meeting notes and memorandums, processing inter-departmental mail, and maintaining Excel spreadsheets for accounting, payroll, and reconciliation purposes.

I possess the ability to learn rapidly, follow directions, communicate effectively, and make satisfactory progress in a prescribed training program. I am a motivated self-starter who requires minimal supervision with the ability to thrive in a fast-paced environment under strict deadlines. I am receptive to feedback, able to collaborate effectively with others, and maintain a productive work environment.

If your team is looking for a committed employee who is deadline-driven, willing to learn, and detail oriented I would be an ideal candidate for the interview.

Thank you for your time and consideration.

Best Regards,

Chaunette Swift

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