

JOHN DOE

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Whatever City, Your State 95666
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E-mail: youraddress@yoursite.com

EDUCATION AND TRAINING:

BACHELOR OF ARTS DEGREE – ENGLISH LITERATURE

University of California, Irvine – Irvine, California (August 2003)

- Completed more than three months of overseas college studies in Spain

ASSOCIATES DEGREE PROGRAM – GENERAL EDUCATION MAJOR

Santa Rosa Junior College – Santa Rosa, California (completed coursework toward degree)

SUMMARY OF QUALIFICATIONS:

- Performing multiple tasks, learning new responsibilities, and meeting deadlines
- Organizing and prioritizing duties using excellent time management abilities
- Building positive relationships with management, internal staff, and customers
- Working independently and/or as an integral part of a customer-focused team
- Using PC's with Windows, Microsoft Word, Excel, PowerPoint, and Quickbooks
- **Bilingual: Able to speak Spanish**

CAREER HIGHLIGHTS:

COMMUNICATIONS / ORGANIZATION

- Developed a strong work ethic, learned new responsibilities quickly, and consistently delivered positive results in all work areas while attending college and earning a Bachelor's degree.
- Earned a reputation for being a highly disciplined worker and prioritized multiple tasks using an "attention-to-detail" work style and ability to work within a fast-paced work environment.
- Praised for ability to work independently and worked closely with managers and staff at all organizational levels using strong team-building skills.

ADMINISTRATION / ACCOUNTING

- Gained valuable business, office administration, accounting, and customer service experience working for a variety of medical, home health care, and customer-driven companies.
- Entrusted to perform multiple administrative tasks including answering a multi-line phone, inputting data into the computer, typing, filing, and assisting with human resources tasks.
- Acquired practical business accounting skills preparing invoices, processing accounts payable, posting accounts receivable, and helping manage all financial affairs for a home health agency.

CUSTOMER SERVICE

- Maximized customer satisfaction using strong interpersonal communication skills and ability to interact easily with managers, internal staff, and customers.
- Maintained a highly focused style of customer service and enhanced customer satisfaction using excellent listening skills and creative problem solving abilities.

EMPLOYMENT HIGHLIGHTS:

Customer Service Assistant	(named removed for confidentiality) - San Rafael, CA	1994 - Present
Administrative Assistant	(named removed for confidentiality) - San Rafael, CA	2000 - 2001
Customer Service Assistant	(named removed for confidentiality) - San Rafael, CA	1998 - 2000
Administrative Coordinator	(named removed for confidentiality) - San Rafael, CA	1995 – 1997

References Available Upon Request