

Cotton Socks

Friendly...Motivated...Reliable...

(910) 748-1873
email@email.com

#215 Midnight Crescent
New Orleans, LA 82737

Seeking Position As:

Customer Support Professional

Focused, reliable and dynamic individual with over 15 years of administrative experience with a love for challenges. Self-motivated, detailed-oriented, team player excellent in a fast paced environment; outstanding with dealing in financial figures as well as various administrative duties. Attested ability to assess and tackle critical situations and follow thru to the best outcome. Highly competitive with excellent communication and organization skills.

- ◆ Communication Skills
- ◆ Time Efficiency
- ◆ Scheduling & Detail Coordination
- ◆ Research
- ◆ Project Management
- ◆ Exceptional Telephone Handling
- ◆ Team Leadership
- ◆ Client Relations

Professional Experience

Christina River Enterprises

June 2004- June 2006

Custodial Administrator

Ft. McMurray, Alberta

- Responsible for 40+ custodial staff for industrial cleaning of offices & work trailers
- Hired and trained new staff, set up drug screen testing invoicing, transportation to and from job site; set up worksite safety orientation for new hires; trained onsite supervisors
- Charged with all scheduling, ordering jobsite supplies, answering telephones
- Set up and initiated weekly safety/staff meetings
- Developed daily spreadsheets for accounts receivable
- Responsible for custodial assets including vehicles, equipment, and all stock.

Telus Communications

Mar 1997-Dec 2003

Operator Service Representative

Internet Service Representative (2 yrs)

Ft. McMurray, Alberta

- Attended to directory assistance calls, worldwide 800-1000 calls per shift.
- Operated hotel service switchboard system IE: answering time & charges calls for Major Hotel Systems.
- Gained the ability and experience to successfully handle several hundred International operator assisted calls per shift.
- Fully trained to handled 911 Emergency Services Overflow calls; worked as TDY (services for the deaf) operator as well as a Conference Call operator.
- Sold & setup internet packages, ADSL & handled dialup customer accounts including working as the manager for sales, billing & queries and setting up & operating new internet platforms
- Worked in the sales & installation area of land line phones, phone features and long distance packages.

Technical Skills

Microsoft Office Suite ◆ Windows ◆ Various Office Equipment