

# RESUME #209

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## OBJECTIVE

To obtain an assistantship in a classroom helping teachers achieve educational goals with children.

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## EDUCATION & CERTIFICATIONS

**Niagara County Community College** Sanborn, NY 01/2016 – present  
*Associate of Arts (AA): Liberal Arts and Sciences, Childhood Education*

**Central Texas College** Killeen, TX 08/2009 – 06/2011  
*Associate of Applied Science (AAS): Paralegal/Legal Assistant*

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## SUMMARY OF QUALIFICATIONS

- Over 10 years of experience providing excellent customer service that is tailored to the individual.
  - 6 years of experience delivering student-centered services addressing academic and career readiness.
  - Proven ability to establish rapport with students, understand and address their unique situations.
  - Over 5 years of experience in office administrative and support roles.
  - Over 1 year of experience as a director/manager supervising instructional employees, coordinating training, delegating tasks, conducting performance evaluations, and implementing disciplinary action when necessary.
  - Strong communication, math, analytical, and problem-solving skills.
  - Proficiency using computers and office applications, including proprietary software.
  - Comfortable performing Internet research, accurately types 55+ WPM.
  - Dependable, trustworthy, and dedicated to service focused on the individual.
  - Multi-tasks effectively, learns new systems quickly, completes all projects/assignments ahead of schedule.
  - Works well independently as well as collaboratively in a team environment.
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## PROFESSIONAL EXPERIENCE

**First Source Advantage** Amherst, NY 11/2012 – 07/2013  
*Debt Recovery Specialist*

- Worked with clients to set up repayment plans on their consumer debt while rebuilding their credit.
- Provided accurate information to clients about their repayment options.
- Followed up with clients at prescribed intervals to ensure follow-through on payment plans.

**Private Stock Body & Bath** Birmingham, AL 09/2011 – 10/2012  
*Sales Associate*

- Greeted customers and assisted them with their personal care product and accessories selections.
- Processed payments for merchandise and resolved customer issues to their complete satisfaction.
- Helped implement seasonal store planogram layouts and modifications.
- Opened and closed store, setting and disabling security mechanisms.

**Chili's Restaurant** Hinesville, GA 02/2011 – 09/2011  
*Server/Takeout Specialist*

- Served customers and expedited takeout orders efficiently.
- Processed customer payments and resolved complaints, ensuring customer satisfaction.

**Diverse Career Institute** Birmingham, AL 02/2005 – 02/2011  
*Program Director*

- Provided administrative support to Dean of Students while implementing programs through Student Services office.
- Guided and supervised up to 6 employees at any given time.
- Created enrollment reports while updating student records electronically.
- Organized and coordinated multiple new student orientations each semester.
- Taught effective job search strategies while guiding students in career planning and job readiness.