

Resume 422

OBJECTIVE: A challenging position in **Data Entry, Customer Service** or similar fields utilizing my skills and experience.

SUMMARY of QUALIFICATIONS

- 11 years' progressive customer service experience
- Excellent oral and written communication skills
- Excellent conflict resolution skills
- Packaging and shipping
- Machine Operator
- Basic computer skills

EXPERIENCE

Niagara Community Action Program, Niagara Falls, NY 2019 – 2020

Weatherization Program

- Assisted customers fill out applications for the program
- Entered information into the database to comply with programs
- Assisted persons over the phone, directing them to the proper locations
- Created flyers and brochures to promote programs in the center
- Greeted persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations
- Transmit information or documents to customers, using computer, mail, or facsimile machine

Seneca Niagara Casino, Niagara Falls, NY 2002 – 2010

Marketing Representative

- Produced and distributed Player cards to casino customers
- Distributed giveaway promotions
- Customer service, answered phones, data entry
- Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken

Tulip Corporation, Niagara Falls, NY 1998 – 2001

Molding Machine Operator

- Operated hot injection molding machines

EDUCATION

Niagara Falls High School

- **Diploma**

Norell Health Care Agency

- **Certified Nurse Aide**