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OBJECTIVE

Career position in a stimulating and stable work environment

WHAT I CAN OFFER YOUR COMPANY

- Extensive PC computer experience using Microsoft Word, Excel, Access, Outlook Express. Internet proficiency. Accurate alphanumeric typing speed at 65+ wpm. 10-key by touch. Experience with MacIntosh Computers, especially PrintSmith printing industry software.
- Mastery of skills in customer service, follow-through and prioritization of work.
- Accomplished problem solver.
- Graciously adjust to changing environments.
- Top notch written communication skills.
- Able to maintain a sense of humor and calm while under stress and to listen to people with tolerance and compassion.

EXPERIENCE

- LectraMedia Nevada City, CA
Department Manager 11/89 – 12/22/08

Organization: Juggle multiple deadlines to meet needs of client's mailing campaigns. Determine work schedule. Joined MarketPro as data entry operator in 1989. Demonstrated my skills and acceptance of responsibilities, advanced to manager of fulfillment department when MarketPro and LectraMedia merged. Capitalizing on my experience and knowledge of our company eliminated much of the stress in transitioning ownership of LectraMedia.

Customer Service: Primary liaison for two international clients in building industry. Repeated daily client contact via e-mail, fax and phone. Mediate very successfully between clients and IT Specialist.

Supervisor: Supervised two customer service representatives and two shop employees. Handled annual review, training, hiring and terminating employees. Strengthened department reliability through confident nurturance of my employees. I maintain a strong belief in respectful and constructive analysis of a worker's needs and gifts to the company.

EDUCATION:

Diablo Valley College (Pleasant Hill, CA) – English Major
California State University (San Francisco, CA) – English Major
Sierra College (Grass Valley, CA) – History Major