

**SKILLS SUMMARY****Computer**

Program Trainer  
QuickBooks Pro  
MS Word  
Excel

**Bookkeeping**

A/R & A/P  
Payroll  
Invoicing  
Quarterly Reports

**Receptionist**

Customer Service  
Office Correspondence  
Scheduling  
Multi-line phones

**General Office**

Typing – 40 WPM  
Fax/Copier  
Supply Orders  
Filing

**SUMMARY:** Over 10 years experience performing a wide variety of office duties. Additional skills include: organization, attention to detail, ability to work well independently and in a team. Ability to train and teach others. Excellent customer service skills. Self-starter, creative thinker, energetic, reliable. Take pride in producing and completing a job with accuracy, proficiency and effectiveness.

**WORK EXPERIENCE**

**EXPERIENCE WORKS** – Grass Valley, CA 09/24/07 – present

**Experience Works**, – Grass Valley, CA 02/18/09 – present: Employment & Training Assistant

- Case management of 11 participants of Experience Works. Job Ready Program Trainer 01-18-09 - present

**CalWorks**, Nevada City, CA 08/19/08 – 01/16/09: Office Assistant

- Front desk reception, data entry, multi-line phone, detailed filing, compile mailings, data entry. Staff requested duties.

**Nevada County Library, Madelyn Helling Branch**, Nevada City, CA 09/24/07 – 08/18/08: Library Aide

- Computer: Horizon/book search, patron record review; shelving library books and materials, Inter Library Loans, shelf reading/Dewey Decimal, patron service with Self Check Out, general library procedures.

**ADECCO EMPLOYMENT SERVICES** – Grass Valley, CA 04/24/07 – 07/27/07

**Temp Assignment** – County Office, Auburn, CA 07/06/07 – 07/27/07: Administration Clerk

- Computer: Access, Plus Reception, customer service, data entry, process mail, filing multi-line phone.

**GRASS VALLEY AIR CONDITIONING** – Grass Valley, CA 12/04/06 – 01/11/07: Office Assistant

- Customer service, scheduling, multi-line phone, assist with A/P and A/R, filing.

**CRANMER ENGINEERING, INC.** – Grass Valley, CA 02/23/03 – 12/09/05: Office Clerical

- Bookkeeping, A/P and A/R, invoicing, & payroll, data processing. Workman's Comp. Reports, Quarterly Wage & Tax Reports. Front desk reception. Computer: QuickBooks Pro Edition, Word, Excel.

**GUTTER TOPPER OF NORTHERN CALIFORNIA** – Grass Valley, CA 10/06/02 – 02/21/03: Office Assistant

- Customer service, A/P and A/R, bank deposits, supply orders, appointment scheduling, tracking & logging of office documents, office correspondence, completing crew work orders. Computer: QuickBooks, Word.

**BEN FRANKLIN CRAFTS** – Grass Valley, CA 04/02/02 – 10/05/02: Sales Associate

- Customer Service, maintenance and organization of Fabric Department.

**NORTHER SIERRA RURAL HEALTH NETWORK** – Nevada City, CA 10/09/00 – 09/28/01: Office Assistant

- Processing mail, invoices, bills, ordering supplies, maintain office files and records, use of transcription machine, set up meetings and conference calls. Type & proofread Grant documents, publications & special reports. Basic record keeping, petty cash. Served as office receptionist. Computer: Word, Excel, Access, Win FAX, e-mail, & Internet.

**COLIN CONSTRUCTION COMPANY** – Nevada City, CA 06/95 – 08/18/00: Office Assistant

- Detailed filing, supply orders, processing mail, research of prospective office service needs, various graphic skills, and general office duties. Served as office receptionist. Computer: WordPerfect.

**EDUCATION**

**49ER REGIONAL OCCUPATIONAL PROGRAM** – Grass Valley, CA

Certificate – Computer Studies. Received awards for perfect attendance and scholastic achievement.

Certificate – Graphic Communication

**CALIFORNIA STATE UNIVERSITY** – San Jose, CA

Bachelor of Arts Degree. Member Phi U, academic honor society.

*Excellent References & Letters of Recommendation Available*