

123 First Street · San Francisco, CA· 12345
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Rebecca J. Trace

OBJECTIVE

My objective is to possess a full-time position with your opportunity to advance within the company.

WORK OF EXPERIENCE

Jun. 2007-Jan. 2008

Company Incorporated, San Francisco, California

Administrative Assistant \$13.00/hour

My duties included, but were not limited to daily filing, dictation, hotel accommodations for our field employees, assistance with E.E.O (quarterly and monthly), mail distribution along with UPS and FedEx shipments, copies, faxing, creating subcontracts, purchase orders, creating and maintaining job folders, answering calls, checking the company voicemail every morning. I also mailed weekly payroll checks to our employees, ordered office supplies, maintained an updated list of employee information such as; name, home address, home telephone number and alternative number. I recorded a list of names, races and gender, along with a phone number of individuals who applied for employment for E.E.O purposes. In addition, I assisted with various tax forms, grouping tax forms with checks, and finally mailing them. The programs I used to complete these daily tasks were Microsoft Word, Excel, Outlook, and the Internet.

Oct. 2005-Jan. 2007

Design Group, San Francisco, California

Customer Service Representative/Phone Agent \$9.00-\$10.00/hour

I worked in the corporate office phone room taking an average of 140-200 calls per day. I made appointments up to twenty-six weeks in advance if needed. I also canceled, rescheduled, and moved appointments. I worked with a multi-lined phone taking, transferring, and holding presented calls. I had numerous data entry tasks in a day's time. I created and updated client profiles and input formulas for specific clients and appointments. Along with making copies of various papers, I mailed itineraries for bridal party appointments, faxed information to different locations, and mailed menus to individuals inquiring about our services and prices. I made courtesy calls to thank first time clients for coming. I assisted in purchasing gift cards for clients and mailed them to the desired location. For attaining appointments for eight different locations, I used Microsoft Visual Fox Pro accompanied by Cisco multi-lined phones.