

# Savannah Technical College

## Resume Dos and Don'ts

- Do** keep it to one page in length, if at all possible.
- Do** reduce the margins and rearrange formatting, so that you can fit it on one page, but if you absolutely must have two pages, then
- Do** put your name on both pages (and address only on the first). The rule is: no more than one page for every ten years of work history.
- Do** remove excess wordage – and
- Do not** use complete sentences, only phrases.
- Do** abbreviate Georgia as GA (not GA. or Ga.).
  
- Do** target everything to your objective or the advertised position.
- Do** read the job description of the position you are applying for and
- Do** include all skills and experience that relate. Include internships as work experience.
- Do** use verbs in your job descriptions.
- Do** list most recent work and highest educational awards first.
- Don't** include days on dates. Month and years are enough.
  
- Do** list skills that are related to the job you seek.
- Don't** include information and skills that do not relate to the type of work you want. (You may include employment that does not relate, but only briefly describe.)
  
- Don't** include personal information or hobbies that do not relate.
- Do** use bold to highlight important information.
  
- Do** be sure that you are stating the name of your program or degree correctly.
- Do** include your GPA if it is over 3.5 and any honors. If lower, omit it
  
- Don't** have an email address that is unprofessional.
- Do** have a professional sounding message on your answering machine.
- Do** require anyone who may answer your phone to be polite and take good messages for you.
- Don't** include more than one phone number unless absolutely necessary. Use the one you will answer or get the voice mail.
- Do** realize that if change your phone number or email address after posting or giving your resume, employers cannot contact you, and so you must start your distribution all over again.

*Avoid using the word “great” to describe yourself or your skills as it sounds amateurish. (Try “strong” or something more specific instead).*

*(Current Student seeking part time work – shows available hours)*

# SMART STUDENT

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1235 Southside Blvd. #777, Savannah, GA 32256 (912) 555-9876 puterman@star.com

## EDUCATION

**Savannah Technical College**, Jacksonville, Florida

Currently enrolled in **CISCO Networking Specialist Diploma program**

Expect to graduate in March 2010

**3.9 GPA, Perfect Attendance Award**

## COMPUTER SKILLS

**Microsoft Excel**

**Windows Operating Systems**

**Computer Assembly**

**LAN Configuration**

**Microsoft Power Point**

**Computer support and maintenance**

**Monitor system performance**

**Install Peripheral Devices**

## PERSONAL QUALIFICATIONS

- **Excellent written and oral communication**
- **Experience working in a team oriented setting**
- **Outstanding customer service skills**
- **Adept at following complex directions**
- **Hard worker who is eager to learn and apply education**

## EXPERIENCE

Longhorn Steakhouse, Savannah, GA

Customer Service and Sales

May 2007 – present

Provide customer service to diners.

Employee of the Month honor awarded four times since employment began

Gateway International, Savannah, GA

Customer Service and Relations

December 2006 – April 2007

Assisted customers to resolve billing problems, entered all activity into customer database, answered incoming calls using four line system, completed daily activity reports, trained new employees in procedures, served on departmental hospitality committee.

## HOURS AVAILABLE:

Monday through Thursday – 8 am to 2 pm

Friday – any

Saturday – any

# Paula Addington

753 Bull Street  
Savannah, Georgia 31401  
(912) 123-2589  
[PAddington82@gmail.com](mailto:PAddington82@gmail.com)

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QUALIFIED FOR: Accounting Assistant

SKILLS: **Accounts Payable and Receivable**  
**Process bills and invoices**  
**Organize and schedule meetings**  
**Answer phones and assist callers**  
**Prepare timesheets and verify**  
**Prepare payroll**  
**Excellent telephone etiquette**  
**Keyboard accurately 60 WPM**  
**Ability to interact professionally with customers**  
**Ability to organize, prioritize, and perform multiple activities**  
**Determine priorities and meet required deadlines**  
**Proficient in verbal and written communications**  
**Proficient in E-Peachtree, Quickbooks**  
**Proficient with MS Office, Excel, Outlook, Access, PowerPoint**  
**Manage/maintain confidential files and information**

EDUCATION: Savannah Technical College, Savannah, Georgia  
**Accounting Associate Degree, 10/2010**  
3.8 GPA, Perfect Attendance, National Honor Society Member

EXPERIENCE: Cavalier Convenience Store, Savannah, GA 08/2007-Present  
**Payroll clerk** – Compile employee time, production, and payroll data from time sheets and other records. Complete time sheets showing employees' arrival and departure times. Complete, verify, and process forms and documentation for administration of benefits such as pension plans and unemployment and medical insurance. Compute wages and deductions and enter data into computer. Issue and record adjustments to pay related to errors or retroactive increases. Process and issue employee paychecks and statements of earnings and deductions. Record employee to maintain and update payroll records.

Reed's Department Store, Savannah, GA 10/2005-08/2007  
**Cashier** – Answered customers' questions and provided information. Computed and recorded totals of transactions. Counted money in cash drawers at the beginning of shifts to ensure that amounts were correct and that there was adequate change. Issued receipts, refunds, or credits due to customers. Processed merchandise returns and exchanges. Received payments by cash, check, credit cards, vouchers, or automatic debits.

# Amy Goode Koder

104 Springdale Road Apt. 5

Pooler, GA 32225

[Akoder@hotmail.com](mailto:Akoder@hotmail.com)

(912) 839-2569

## QUALIFICATIONS:

<b>NCCT Certified</b>	<b>Medical office procedures</b>
<b>Medisoft Software</b>	<b>Organizational skills</b>
<b>Proficient 10-key skills</b>	<b>ICD-8-CM and HCPCS coding</b>
<b>Basic CPT Coding</b>	<b>Data Entry Skills</b>
<b>Excellent phone skills</b>	<b>Insurance claim processing</b>
<b>Word processing, MS Word</b>	<b>Claim follow-up</b>
<b>Anatomy and Physiology</b>	<b>Medical Terminology</b>
<b>Keyboard 30 wpm accurately</b>	<b>Medicare billing</b>
<b>Tricare billing</b>	<b>Private insurance billing</b>
<b>Medicaid billing</b>	<b>Knowledge of OSHA guidelines</b>
<b>HIPAA compliance training</b>	<b>Fraud and abuse recognition</b>

## EDUCATION:

Savannah Technical College, Savannah, GA

**Medical Coding and Billing Specialist Certificate**, March 2010

**3.8 GPA**

## EXPERIENCE:

Farmer's Furniture, Jacksonville, FL

7/08 to 6/09

**Collections clerk** – contacted customers with past due accounts and arranged payments. Posted payments in computer system. Prepared invoices. Prepared bank deposits daily.

Dillard's Department Store, Jacksonville

10/06 to 4/08

Part time **sales associate** - Assisted customer with sales and exchanges, operated cash register, processed charges, counted till nightly

XLC Cleaning Services

6/06 to 9/06

Environmental Services – cleaned polluted properties

# Patience Ann Carin

1234 Southside Blvd. #777  
Savannah, GA 32244  
(912) 555-9876 patcarin@star.com

**SUMMARY:** Experienced and dependable caregiver seeking evening, night shift and weekend position in a hospital

## QUALIFICATIONS AND SKILLS:

<b>HIPAA Training</b>	<b>CPR Certificate</b>
<b>Certified Nurse's Assistant</b>	<b>Wound Care</b>
<b>Patient care skills</b>	<b>Patient transfers</b>
<b>Vital signs</b>	<b>Bed making</b>
<b>Height and weight measurement</b>	<b>Assist with physical exams</b>
<b>Specimen Collections</b>	<b>Dressing changes-not sterile</b>
<b>Catheter care</b>	<b>Ostomy Care</b>
<b>Patient positioning</b>	<b>Measuring I &amp; O</b>
<b>Venipuncture</b>	<b>WBC &amp; RBC count</b>
<b>RBC sed. rates</b>	<b>Microscope use</b>
<b>Throat Cultures</b>	<b>Eye and Ear irrigation</b>
<b>Chemical and physical urinalysis</b>	<b>Snellen eye chart</b>
<b>ROM exercises</b>	<b>Hemoglobin measurement</b>
<b>Wrapping and opening packs</b>	<b>Medical Terminology</b>
<b>Basic EKG Training</b>	<b>Sterile tray setup</b>
<b>Take patient history</b>	<b>Oxygen Therapy</b>
<b>Tube Feedings</b>	<b>OSHA, JCAHA, OBRA Training</b>
<b>Data entry skills</b>	<b>Compassionate and considerate</b>

## EDUCATION:

Savannah Technical College, Savannah, GA  
**Patient Care Technician Certificate**, June 2010  
**Perfect Attendance Record**

## EXPERIENCE:

Memorial Hospital, Savannah, GA  
Candler Hospital, Savannah, GA 5/2010 to 6/2010  
**Clinical Student** – completed 36 hours of hands-on training in Wound Care, Neurovascular, and Floor duties.

Coastal Home Care, Savannah, GA 5/09 to present  
**Certified Nursing Assistant** – Drive to patient's home and provide basic ADL's. Prepare meals according to meal plans, monitor medications, prepared meals, bath and dress the patient, provide light housekeeping, take patients to medical appointments and run errands.

# Alberto Einstein

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4567 St. Johns Bluff Road, South  
Savannah, GA 32256  
(912) 382-1234  
aein@unf.edu

QUALIFIED FOR: Computer Support Specialist

- SKILLS:
- ◆ **A+ Certification**
  - ◆ **Diagnose and repair computer malfunctions**
  - ◆ **Replace computer subsystems**
  - ◆ **Assemble, maintain and repair computer systems**
  - ◆ **Repair scanners, printers, monitors,**
  - ◆ **Repair other computer and networking equipment**
  - ◆ **Ability to clearly explain procedures to assist users**
  - ◆ **Implement and support Windows operating systems**
  - ◆ **Install and maintain software**
  - ◆ **Familiar with UNIX/LINUX operating systems**
  - ◆ **High level of troubleshooting skills**
  - ◆ **Customer service background**
  - ◆ **Read and interpret a variety of technical manuals**

EDUCATION: Savannah Technical College, Savannah, GA  
**Computer Repair Technician Diploma, May 2010**  
**3.7 GPA, Perfect attendance record for 8 quarters**

WORK EXPERIENCE: Winn Dixie, Savannah, GA 1/ 2008 to 5/2009  
Assistant Manager – Opened and closed the store daily, counted cash tills, prepared bank deposits, provided customer service, trained new staff, stocked shelves, counted inventory

Fred's Dollar Store, Lake City, FL 2/2007 to 12/2007  
Clerk – Operated computerized cash register, inventoried merchandise, stocked items

## **Wendy Hendrix**

343 Hunters Road  
Savannah, Georgia 30401  
(912) 857-4065

E-mail: [wendy.hendrix@hotmail.com](mailto:wendy.hendrix@hotmail.com)

- OBJECTIVE:** **Licensed Practical Nurse Position on evening shift**
- EDUCATION:** Savannah Technical College, Savannah, Georgia  
**Practical Nursing Diploma**-June 2010  
**GPA 3.75**
- QUALIFICATIONS:** To take State Board Licensing Exam-July 2010  
**CPR Certified by American Heart Association (through 2018)**
- EXPERIENCE:** **Clinical experience in practicum included assisting as well as performing in every area of the hospital and other designated areas. Experience included: inserting Foley catheters and nasogastric tubes, administering intravenous and intramuscular medications and enteral feedings, wound care, removing stitches and staples, observing and assisting instructor with blood transfusions, and completing patient assessments.**
- Designated clinical practicum areas **included Pecan Manor, Browns Nursing Home, Savannah Dialysis Center, Care South, Chatham County Health Department, Savannah OB/GYN Specialists, Pediatric Specialists, Memorial Hospital, and Georgia Regional Hospital.**
- Little One's Daycare, Savannah, GA                      June 2007-July 2009  
**Teacher's Aide:** Assisted teachers and staff with daily operations of busy daycare center. Worked closely with children to support healthy emotional development, encouraging understanding of others and positive self concepts. Kept records on individual children, including daily observations and information on activities, such as meals served and medications administered. Read to children and taught simple skills. Conferred with parents and gave feedback as needed.

# Mitchell Fixitall

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778 Turnberry Street, Port Wentworth, Georgia 31407    [mitchell05@aol.com](mailto:mitchell05@aol.com)    (912) 663-2088

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## Qualifications

<b>Electrical/mechanical training</b>	<b>AC &amp; DC motors</b>
<b>Georgia Work Ready Certified (Gold Level)</b>	<b>AC &amp; DC circuits</b>
<b>Assistant management experience</b>	<b>AutoCAD</b>
<b>Customer Service background</b>	<b>Basic PLC</b>
<b>Read electrical prints and schematics</b>	<b>Computer skills</b>
<b>Safety training</b>	<b>Industrial wiring</b>
<b>High ability to learn new material</b>	<b>Team worker</b>

## Education

Savannah Technical College, Savannah, Georgia  
**Electrical / Mechanical Manufacturing Technician Certificate, 2010**  
**Technical Communications Certificate, 2008**  
**Honor Graduate**

Armstrong Atlantic State University, Savannah, Georgia  
General Core Curriculum 2005-2006

R.W. Groves High School, Garden City, Georgia  
High School Diploma, **Honor Graduate** 2005

## Experience

Wendy's Old Fashion Hamburger's; Port Wentworth, Georgia April 2007-present  
Crew member – Prep/Cook Food, Cashier, Customer Sales/Front Line

Sonic Drive-In; Pooler, Georgia 2005-2007  
Cook, Server, Order Taker, Assistant Manager –Achieved “Serve-Safe” Certification, Shift  
Manager Certified, Crew Leader Certified

Carey Hilliard's Restaurant; Garden City, Georgia 2004-2005  
Bus Boy-Assisted Waiters/Served Customers

## Robert D. Smithers

44 Cypress Drive

Rincon, GA 31326

(912)-659-6522 [robert44@windstream.net](mailto:robert44@windstream.net)

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Electrical Maintenance Technician available immediately for full time position.

### QUALIFICATIONS

**Industrial electrical and residential wiring**

**Electrical repair and troubleshooting**

**PLC Programming**

**Read electrical prints and schematics**

**Safety training**

**AC@DC motors and circuits**

**Ability to collaborate as part of a team or complete projects independently**

**Ability to manage multiple tasks in a pressured environment**

**Versatile, adaptable, dedicated and hardworking individual**

### EDUCATION

Savannah Technical College, Savannah Georgia

**Programmable Control Technician Certificate 2010**

**Associates Degree in Electromechanical Engineering 1993**

**Residential Commercial and Industrial Wiring Diploma 1992**

Armstrong State University, Savannah, Georgia

Core course requirements 1990

### EXPERIENCE

Continental Cast Stone South, Savannah, Georgia

04/09-present

**Carpenter** - Read blue-prints, cut-out and build concrete forms, set up boxes for additional stones, worked in shipping as a manager.

Quality Control Electric, Union Camp, Savannah, Georgia

07/05-01/09

**Journeyman Electrician** - Started out as a top builder, worked on demolition of recovery boilers, ran all new conduit for new construction, worked several power outages, was part of a team sent to Engelhard Company to learn control work, returned to Union Camp as a Journeyman Electrician.

Joyner Electric Company, Savannah, Georgia

12/02-12/04

**Electrician's Helper** - Commercial/Industrial electric work. Performed maintenance work at Claxton Poultry Plant, installed humidifier system at Glennville Hatchery, installed alarm system at Stillwell Towers.

Dyal Electric Co., Savannah, Georgia

01/00-01/02

**Electricians' Helper** - Residential electrical work. Worked as a helper pulling wire and wiring breaker panels.

# Mary Talent

149 Reese Way  
Savannah, GA 31419  
912-441-7435  
[ejackson07@yahoo.com](mailto:ejackson07@yahoo.com)

**EFDA Certified Dental Assistant with Radiology Certification** available for full time employment. Hardworking, quick and eager to learn individual seeking position focusing on clinical and administrative dental assisting duties.

## Education

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Savannah Technical College, Savannah GA  
*Dental Assistant Diploma. June 2010*

## Skills

- Apply pit and fissure sealants
- Fabricate temporary crowns and bridges
- Place and remove periodontal dressing
- Redress and remove dressing in a dry socket
- Pack and remove retraction cord
- Assist with composite-resin restorations
- Knowledgeable of processing dental insurance
- Excellent computer skills to promote efficiency
- Patient scheduling and recall system

## Experience

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### **Oakpark Dental Group PC, Savannah GA**

October 2009 – March 2010

- Completed 50 Hours of externship experience
- Performed all chair side procedures efficiently
- Disinfected and operated autoclave
- Made preliminary impressions and occlusal registrations for study casts
- Responsible for taking digital dental radiographs
- Knowledgeable of Dentrax Dental Software

### **Carl E. Anderson DDS, Savannah GA**

July 2009 – September 2009

- Completed 50 Hours of externship experience
- Prepared patients, arranged materials, and assisted dentist during dental procedures
- Maintained and prepared dental instruments
- Exposed, processed, and mounted dental radiographs
- Completed other duties as assigned

### **Collectron/AuditMed, Savannah GA**

September 2006 – present

*Clerical/Medical Biller* - Provide excellent customer service and executed front office duties, order and kept inventory of office supplies, input data, filed medical claims to different insurance carriers on a UB04

## Certifications

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American Heart Association, CPR-Healthcare Provider  
American Heart Association, First Aid  
Radiology Certification  
EFDA: Georgia Expanded Functions Dental Assistant

## Volunteer Experience

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Savannah Volunteer Clinic, Savannah Technical College

## **Alan Harris**

115 Coffee Bluff Road  
Savannah, GA 31419  
(912) 347-6413

[Alan.harris.2@yahoo.com](mailto:Alan.harris.2@yahoo.com)

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**Reliable, dependable, well trained employee available for full time position on any shift in manufacturing or warehouse environment. Work Ready Certified at the silver level.**

### KNOWLEDGE AND SKILLS:

**Warehousing Productivity Measures**

**Handling systems**

**Methods of Inventory management**

**Hazardous material Processing**

**Protection of materials and merchandise**

**Teamwork and communications skills**

**Working in a warehouse environment**

**Lift and carry up to 50 pounds**

**Teamwork**

**Conveyor belts**

**Valid DL**

**Customer Service**

**Safety measures**

**Palletizing**

**Forklift Certification**

**Follow directions well**

### EDUCATION:

Savannah Technical College, Savannah, Georgia

**Certified Warehousing and Distribution Specialist Certificate 2010**

**WIA Approved Fork Lift Operator 2010**

**Aviation Aircraft Structural Assembly Certificate 2007**

Johnson High School, Savannah, Georgia

High School Graduate

### EMPLOYMENT HISTORY:

Zaxby's Restaurant, Savannah, GA

10/2007-5/2010

Cook and Food Preparation Worker –Cooked and packaged batches of chicken. Carried food supplies, equipment, and utensils to and from storage and work areas. Stocked cupboards and refrigerators. Cleaned food areas, cooking surfaces, and utensils.

Shoney's Restaurant, Savannah, GA

02/2004 to 08/2005

Cook and Food Preparation Worker – Cooked the exact number of items ordered by each customer, worked on several different orders simultaneously. Measured ingredients required for specific food items being prepared. Cleaned food preparation areas, cooking surfaces, utensils.

Carey Hillard's Restaurant, Savannah, GA

09/2005 to 08/2006

Server and Food Preparation Worker – Prepared food items. Relayed food orders to cooks. Prepared desserts for customers. Distributed food to customers. Cleaned and organized eating and service areas.

Wendy's Restaurant, Savannah, GA

04/2004 to 02/2005

Food Preparation Worker – Prepared a variety of foods to order. Portioned and wrapped the food or plated it for service to customers. Prepped salads.

# John Doesit

1234 Elm Street, Savannah, GA 31795 (123) 456-7890 [john\\_doesit@email.com](mailto:john_doesit@email.com)

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**NETWORK TECHNICIAN** skilled in troubleshooting and resolving computer hardware / software problems for diverse clients.

- **Install networks using:** Switches, Routers, Hubs, Cables, Patch Cables, Set up printers on networks
- **Purchase / Installation / Maintenance:** Motherboards, CPUs, Memory, CD Rom Writers, DVD Burners, Cases, Keyboards, Mouse, CRT / LCD Monitors, Laser Printers, Scanners, Desk Jet Printers, Power Switches
- **Build systems:** Servers, Laptops
- **Configure** hardware and **update** software packages
- **Install software:** McAfee, Norton, McAfee Spam Killer, Netscape, Scanning software, and multiple programs specific to each client's business requirements, Microsoft Office Suite
- **Repair and maintain** computers and servers, and printers
- **Accomplish** data recovery and system administration
- **Troubleshoot and repair most network issues** including virus and spyware removal
- **Support Operating Systems:** Windows Server 2003, Windows Server 2008, Windows 2000, Windows ME, Windows XP, Windows Vista, Windows 7, DOS, Linus, Unix

## CERTIFICATIONS AND EDUCATION:

- **Cisco Certified Network Associate (CCNA)**
- **Microsoft Certified Systems Administrator (MCSA)**
- **CompTIA Network + Certification**
- **CompTIA Linux+ Certification**
- **Computer Network Technician Diploma 2009**  
Florida Career College, Jacksonville, FL  
3.9 GPA, 4 Perfect Attendance Awards

## WORK EXPERIENCE

**Account Representative**, NAME OF COMPANY, City, ST 2004 to 2008

Provided customer support and technical assistance on all hardware / software products; generated new subscribers and equipment sales / leases; and trained customers and employees on use, maintenance and repair of equipment.

- Ranked #1 in sales among 7-member sales team for two years during four-year history with company

**Owner and Operator**, NAME OF COMPANY, City, ST 2002 to 2004

(Designed residential and commercial swimming pools)

- Worked closely with clients to develop landscaping plans and pool designs to meet individual needs
- Maintained all accounting, cash, inventory, payroll and administrative controls
- Hired and supervised contractors and oversaw project completion
- All contracts were completed on time and within budget

**Manager**, NAME OF COMPANY, City, ST 1998 to 2002

(Provided recreational and lifeguard services)

- Managed up to 5 full and part-time employees, including scheduling, training, supervising daily assignments, and performance evaluation

# May I. Assis

104 Springdale Road  
Savannah, GA 31410  
(912) 262-1234  
Assis\_mayi@hotmail.com

**SUMMARY:** **Medical Assistant** available for full time employment including evenings and Saturday mornings.

## CLERICAL ABILITIES:

**Appointment scheduling**  
**Office accounting**  
**Inventory control**  
**Keyboard accurately 40 wpm**  
**MS Word and Excel**  
**Excellent organizational skills**

**HIPAA Training**  
**Professional telephone techniques**  
**Medical record keeping**  
**Claims Filing**  
**ICD-9 / CPT Coding**  
**Customer service experience**

## CLINICAL ABILITIES:

**Patient history**  
**Phlebotomy**  
**Urinalysis Testing**  
**CPR/First Aid Certification**  
**Medication administration**  
**Pharmacology Dynamics**  
**Basic Physical Therapy**  
**Basic X-Ray**  
**Assist with casting**

**Surgical and Medical Asepsis**  
**Visual Acuity Testing**  
**Fecal Occult Blood Testing**  
**Assessment and Vital Signs**  
**Ear /Eye irrigation**  
**EKG**  
**Glucose Testing**  
**Infection control**  
**Wound care and Bandaging**

## EXPERIENCE:

Family Foot Care, Savannah, GA

July to August 2009

**Medical Assisting Externship of 180 hours-** Filed medical records, assisted with insurance filing, scheduled appointments, accepted and recorded payments, assisted with minor surgery, took patient history and vital signs, sterilized instruments, and changed bandages.

Council on Aging, Savannah, GA

June 2007 to July 2009

**Home Health Aide-**Bathed patients and helped with daily household chores. Assisted patients with paying their bills, grocery shopping, and running errands. Ensured safety in homes.

## EDUCATION:

Savannah Technical College, Savannah, GA

**Medical Assisting Diploma**, March 2010

**Perfect Attendance** for 3 of 4 semesters

**GPA 3.8**

# **Serge Smith**

17 Arrow Street  
Savannah, GA 31404  
Serge.smith@gmail.com  
(912)-112-6738

**Nationally Certified Surgical Tech available full time, including weekends**

## **QUALIFICATIONS:**

### **NSBTSA Certification**

**Prepare and transport patients**

**Pass instruments and supplies during surgery**

**Cut sutures**

**Clean and restock operating room**

**Maintain supply of fluids during operation**

**Position and secure patients for surgery**

**Gown and glove surgical team**

**Sterile tray set-up**

**HIPPA, OSHA, JCAHA Training**

**CPR Certified**

**Set up operating room for surgery**

**Adjust lights and equipment**

**Hold retractors**

**Count sponges, needles, instruments, etc.**

**Arrange instruments for surgeries**

**Observe vital signs and condition**

**Operate, adjust, monitor equipment**

**Prepare and apply dressings & bandages**

**Check patient history for allergies**

**Place catheters**

**Prepare tissue samples for analysis**

## **EDUCATION:**

Savannah Technical College, Savannah, Georgia

**Associate Degree in Surgical Technology**, September 2010

## **EXPERIENCE:**

**Candler Hospital and Memorial Medical University Health Center, Savannah Georgia**

**Assisted with 128 surgical cases as part of nine month rotation through General Surgery, ENT, GYN, Vascular Surgery, Orthopedics, and Labor and Delivery**

Hyatt Regency Hotel, Savannah, Georgia

December 2006 - Present

Server – Greet guests, make recommendations, up-sell coffee, ensure guests are satisfied by investigating and resolving complaints. Received cash award for generating top sales in coffee beverages and food-pairing selections.

The Fresh Market, Savannah, Georgia

June 2005 - December 2006

Cashier - Advised customers on purchases and provided excellent customer service. Developed reputation for prompt, efficient service with high level of accuracy. Developed constructive working relationships with others and maintain them over time

Savannah Technical College, Savannah, GA

April 2004 - May 2005

Receptionist/Work Study Student in the Office of Administration - Filed and retrieved information, entered data, answer multi-line telephone, assisted students, and various other clerical duties

# **MARY MASON**

155 Gerry Circle

Savannah, GA

912 695-9555

whomadeit@yahoo.com

**Skilled Cabinet Making Assistant available immediately for full time work**

## **QUALIFICATIONS:**

**Cut, shape and assemble woodstock**

**Read construction drawings, blueprints and specifications**

**Operate skill saws, table saws, jointers, and mortises**

**Use hand tools to glue, fit, and clamp assemblies for finishing**

**Match lumber for grain, color and texture**

**Install hardware such as hinges, catches, and pulls using hand tools**

**Measure using tape measure**

**Apply varnish**

**Trained in safety procedures**

**Work well as a team member**

**Follow directions well**

**Georgia Work Ready Certified at Gold Level**

## **EDUCATION AND LICENCES:**

**Luxury Craft Cabinet Making Certificate 2009**

**Certified Patient Care Tech 2010**

Savannah Technical College, Savannah, GA

Currently enrolled taking fundamental core courses

## **EXPERIENCE:**

Wal-Mart, Rincon GA

Oct. 2009 to present

Phone Operator - Answer 5 line switch board, and CB radio. Direct callers to the appropriate department, answer customer service inquiries.

PPI, Inc

2008 to 2009

Cabinet Maker's Assistant - Cut materials, assist with blue print projects and jet panels.

Repaired key latches.

# **Ronnie L. Hammar**

2126 Gable Street  
Savannah, GA  
912 306-7731

**Skilled construction worker available immediately for full time work**

## QUALIFICATIONS:

### **Basic Framing**

**Read construction drawings**

**Build horizontal and vertical walls**

**Operate skill saw and table saws**

**Use hand and power tools**

**Read tape measure**

**Concrete form layout**

**Mix concrete**

**Work well as a team member**

**Follow directions well**

**Willing to work in all areas of construction**

**Georgia Work Ready Certified at Gold Level**

## EDUCATION AND LICENCES:

**Powder Actuated Fastener License from Ramset**

**OSHA 10 Hour Safety Course**

**Concrete Forming Certificate 2010**

Savannah Technical College, Savannah, GA 2010

Currently enrolled in GED evening classes

## EXPERIENCE:

Applebees, Whitmarsh Island

Oct. 2008 to Sept. 2009

Broil cook – prepared food to order, also unloaded trucks and stocked merchandise, stocked supplies, cleaned kitchen area.

Poor Man's Lawn Service, Hartsville, SC

2004 to 2008

Laborer - Cleaned and mowed yards, operated power tools including weed eater and mowers, pressure washed buildings, cleaned garden spaces, painted trim work on homes.

# Weldon Fast

1910 Skidaway Road  
(912) 201-1111  
Savannah, GA 31404  
Fast.Welder@yahoo.com

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## WELDER

### SUMMARY OF SKILLS

- **Proficient in American Welding Society D1.1 welding standards**
- **Basic skills in interpreting blueprints**
- **Gas Metal Arc Welding Certified**
- **Shielded Metal Arc Welding Certified**
- **Gas Tungsten Arc Welding Certified**
- **Flux-Cored Arc Welding Certified**
- **Member of the American Welding Society**
- **Safety Training**
- **Lift and carry up to 75 pounds**
- **Versatile, adaptable, dedicated and hardworking individual**

### EDUCATION

Savannah Technical College, Savannah, GA

**Welding and Joining Technology Diploma, May 2011**

**Advanced Shielded Metal Arc Welder Certificate, May 2011**

**Flux Cored Arc Welder Certificate, March 2010**

**Gas Tungsten Arc Welder Certificate, Dec. 2009**

**Gas Metal Arc Welding Certificate, March 2009**

**Basic Shielded Metal Arc Welding Certificate, Dec. 2008**

### EXPERIENCE

United States Navy, Norfolk, VA

2003 - 2004

#### *Welder's Assistant*

Assisted hull technicians with patching Bulkheads and Frames during free time

Ironworkers Local 709, Savannah, GA

2008 - 2008

#### *Welder's Apprentice*

Assisted in preparing work sites for projects, and preparing welders with the tools needed to complete the task.

# Verrie Smilie

104 Springdale Road  
Savannah, GA 31410  
(912) 262-1234  
Verrie\_smilie@hotmail.com

**Certified Expanded Function Dental Assistant** ready for full time employment including evenings & Saturdays

## SKILLS:

### Clinical

**First Aid/CPR Certified**

**Stone Study Models**

**Alginate Impressions**

**Instrument Transfer**

**Coronal Polish**

**Base and Liner Placement**

**Autoclaving**

**Suture Removal**

**Temporary Restorations**

**Infection Control**

**Periodontal Dressing**

**Fluoride Treatment**

**Oral Evacuation**

**Provisional Coverage**

**Expose, Develop & Mount Radiographs**

**Dental Dam Placement & Removal**

**Matrix Band Placement & Removal**

**Pit & Fissure Sealants**

### Administrative:

**Written Communications**

**Charting**

**Ms. Word, PowerPoint**

**Appointment Control**

**Basic Insurance coding**

**Excellent Customer Service Skills**

**Cash Management**

**HIPPA Compliance Training**

**Record Management**

**Home Care Instructions**

**Records Management**

**Professional Telephone Techniques**

**Inventory Control**

**Preventive Recall**

**Material Safety Data Sheets**

## EXPERIENCE:

Clinical Practicum sites:

**Dr. Sam Cooper**, Savannah GA

March to June 2010

**Tuttle Dental Clinic**, Hunter Army Air Field, Savannah, GA

Sept. to Dec. 2009

**Oakpark Dental Group**, Savannah, GA

July to Sept. 2009

Dental Assisting Practicum of total of 180 hours- Assisted chair side for general dentistry, sterilized and processed instruments, exposed and processed radiographs, filed dental records, assisted with insurance filing, scheduled appointments, accepted and recorded payments, assisted with minor surgery, took patient history and vital signs, performed light office housekeeping. .

Mrs. Shelley, Gordon, Savannah, GA

April 2004 to Sept. 2005

Private Caretaker – Monitored and administered medications, assisted with activities of daily living, transported and accompanied to medical appointments, prepared light meals.

## EDUCATION:

Savannah Technical College, Savannah, GA

**Dental Assisting Diploma**, June 2010, **GPA 3.8**

## **Donald E. Molton**

43 Augusta Road Apt. 64B

Savannah, GA 31408

(912) 695-4667 moltondonald@gmail.com

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Skilled entry-level air-conditioning worker available immediately for full time work.

### QUALIFICATIONS:

- **Knowledge of electrical theory**
- **Knowledge of refrigerants**
- **Reading schematics**
- **Troubleshoot heat pumps and air conditioners**
- **Troubleshoot and wire electrical motors**
- **Refrigerant charging and recovery of A/C systems**
- **Valid driver's license**
- **Georgia Work Ready Certified at Gold Level**

### EDUCATION AND LICENCES:

Savannah Technical College, Savannah, Georgia

**Air Conditioning Technology Degree, 2009**

**Air Conditioning Technician Assistant Certificate, 2009**

**ESCO air conditioning certification**

**ESCO electrical certification**

**ESCO heat pumps certification**

**EPA license**

### EXPERIENCE:

Snelling Employment, Savannah, Georgia 2006-2008  
Warehouse Laborer - Loaded and un-loaded materials to and from designated storage areas, such as racks and shelves, or vehicles, such as trucks. Transported materials to and from designated areas by hand or pallet jack. Read work orders or received and listened to oral instructions to determine work assignment.

Tidewater Landscaping, Savannah, Georgia 2004-2005  
Landscape Helper - Cared for established lawns by mulching, raking, weeding, grubbing, and removing thatch, and trimming and edging around flower beds, walks, and walls. Mowed and edged lawns, using power mowers and edger.

Memorial Hospital, Savannah, Georgia 2003-2004  
Cleaner - Worked in Environmental Services cleaning building floors by sweeping, mopping, scrubbing, or vacuuming them. Mixed water and detergents or acids in containers to prepare cleaning solutions according to specifications. Stripped, sealed, finished, and polished floors. Followed procedures for the use of chemical cleaners and power equipment in order to prevent damage to floors and fixtures.

## **Mary Mason**

155 Gerry Circle  
Savannah, GA 31405  
(912) 555-5555

[Mary.mason@gmail.com](mailto:Mary.mason@gmail.com)

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### **Skilled Aircraft Assembler available immediately for full-time work**

#### QUALIFICATIONS:

**Install parts and equipment according to specifications**  
**Install and repair aircraft electrical wiring**  
**Knowledge of aircraft electrical systems**  
**Read and interpret aircraft blueprints**  
**Skilled in sheet metal fabrication and fastener installation**  
**Trained in safety procedures**  
**Perform well as a team member**  
**Follow directions effectively**  
**Georgia Work Ready Certified Gold Level**

#### EDUCATION AND LICENCES:

Savannah Technical College, Savannah, Georgia

**Aircraft Structural Technology Diploma**

Expected Graduation June 2011

**Aircraft Electrical Assembly Certificate**

December 2010

**Aircraft Structural Assembly Certificate**

June 2010

#### EXPERIENCE:

PPI, Inc.

2009-Present

Cabinet Maker's Assistant-Cut materials, assist with blueprint projects and jet panels. Repair key latches.

Wal-Mart, Rincon, Georgia

2008-2009

Phone Operator-Answered 5-line switchboard and CB radio. Directed callers to the appropriate department; a

# Harriet T. Snipper

211 East 57<sup>th</sup> Street  
Savannah, Georgia 31404  
(912) 306-6868  
HarrietT@Hotmail.com

## Licensed Cosmetologist

Adaptable, energetic, innovative, and determined to advance in the beauty industry.

## SUMMARY OF SKILLS

**Treat & maintain all types of hair**

**Cut & style**

**Advanced color techniques including teardrop, flower, halo, bialiage**

**Specialize in hair braiding techniques**

**Inventory control**

**Maintain and treat ethnic natural hair**

**Wig construction**

**Protein and hot oil Treatments**

**Wedding up-dos**

**Receptionist**

**Silk wrap techniques**

**Weaves**

## EDUCATION

Savannah Technical College, Savannah, GA  
**Cosmetology Diploma**, December 2010

## SEMINARS AND CLASSES

Paul Mitchell Educator, Brandy George – Hair coloring techniques

Design Essentials Product Knowledge

Tessia Davis, Georgia Career Institute – Hair coloring Techniques

Bronner Brothers International Hair Show 2010

Patrick Bradley - Cutting Techniques 2010

Danessa Myricks - Contour Makeup Techniques

Marvin of Jazzy Cutz of Savannah - Shading Techniques

## EXPERIENCE

**Essence and Essentials**, Savannah, GA

Jan. - Sept. 2009

**Hairstylist Assistant** - Prepped the client for stylist, shampooed and conditioned hair, assisted with hairstyling, assisted stylist with hair show preparation and photo shoot.

# David Hardy

2555 Brinson Avenue  
Savannah, GA 31404  
(912) 552-3683      Dhardy@gmail.com

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## **Skilled Automotive Technician available for immediate full time work.**

### Qualifications:

- Owner of 40" tool box with over 1000 of basic hand tools & multi-meter. Actively acquiring more tools.
- Experience in daily operation of an independent European car repair shop (Service By Michael)
- Volunteer experience at Trouble Shooters of Savannah, GA, which is exclusively Mercedes-Benz
- Diagnosed leaking evaporator in personal W124, R&R dash and evaporator and many other repairs
- Experience in handling customers, suppliers, and creditors of varied backgrounds
- Knowledgeable using Mitchell's, Identi-fix, and Alldata car repair database
- Accurately diagnose non-functioning parts using scanner and computer tools
- Passed chemistry and advanced calculus classes at Armstrong Atlantic State University
- Computer skills including MS word, Excel, PowerPoint Type accurately
- Actively participated in leadership role in community service and Lions Club of Savannah

### Education and Licenses

Associate Degree in Automotive Technology, Savannah Technical College, December 2010

60+ credit hours toward math degree at Armstrong Atlantic State University

ASE certification test scheduled for November 2010

Class- A CDL with endorsement for tanker and passenger and no moving violation in past 3 yrs

### Experience

Trouble Shooters of Savannah,	May 2010 to present
Service by Michael, Savannah, GA	May 2008 to August 2008
Self employed doing auto repair and maintenance	2000 to present.

# Anna Nichols

682 Towne Circle  
Savannah, GA 31411  
912 443-5234  
[anichols@gmail.com](mailto:anichols@gmail.com)

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QUALIFIED FOR: Administrative Clerk

SKILLS: **Manage/maintain confidential files and information**  
**Maintain and order office supplies**  
**Process bills and invoices**  
**Sort mail**  
**Organize and schedule meetings**  
**Answer phones and assist callers**  
**Prepare timesheets and verify**  
**Simple accounting procedures**  
**Excellent telephone etiquette**  
**Keyboard accurately 60 WPM**  
**Recognized as a team player**  
**Ability to interact professionally with customers**  
**Ability to organize, prioritize, and perform multiple activities**  
**Determine priorities and meet required deadlines**  
**Proficient in verbal and written communications**  
**Proficient with MS Office, Excel, Outlook, Access, PowerPoint**

EDUCATION: Savannah Technical College; Savannah, Georgia  
**Business Administrative Technology Diploma, 12/2010**  
**3.8 GPA, Perfect Attendance**  
**National Honor Society Member**

WORK EXPERIENCE: Carey Hillard's, Savannah, Georgia 08/2007-Present  
**Office Clerk** – Perform office and clerical duties in a highly detailed setting. Ensure compliance with office procedures. Answer phones, route calls, and organize and maintain a digital and hard copy filing system. Mail appropriate information to vendors in response to inquiries. Order food and supplies as needed. Make deposits to the bank.

Jackson & Moore Vet Care, Savannah Georgia 10/2005-08/2007  
**Receptionist** - Greeted animal owners, answered phones, collected payments. Checked animals in and out for office visit. Scheduled appointments for two veterinarians. Entered data using VetCare software system. Filed records.

## The Cover Letter

Employers fail to read cover letters that accompany resumes maybe 40 percent of the time (according to informal survey). Often, the search committee will receive a bare copy of the applicant's resume from the human resources department without the cover letter attached. For this reason, you cannot depend on the cover letter to communicate specific information about the job objective or other aspects of the writer's background. Be sure that important qualifications are shown on the resume.

1. Address to a specific person if possible, but you may address the letter to the company name if necessary.

2. Try to inject something of your personality into the letter. The resume is a fairly dry document that can be "humanized" by the cover letter: the first paragraph is the place to try to grab the reader's attention and make the writer stand out. Examples:

"The opportunity to apply for a position with Peterson's Lumber, a company with a reputation for excellent management, makes me very excited."

"The excellent care that my brother received when he was a patient in the rehabilitation department at St. Francis Hospital has convinced me that this is the organization I would like to work for."

3. Use the second paragraph to show a match between your background and skills and the requirements for the job. If you are writing a letter of inquiry and don't know if a job opening actually exists, describe the tasks you would like to perform and then give examples of how you have done these or similar tasks in the past.

4. Use a proper business-letter format, double-spacing between paragraphs. Center it vertically on the page. *Do not use "I" to start the letter, nor to start more than one paragraph in the whole letter.* Limit the letter to a single page.

## The Cover Email

1. **If you are emailing the resume, then write 1-2 sentences in the email explaining why you are writing and how you were introduced. Include 3 bullet points of your relevant strength/accomplishments and how you may be contacted.**
2. **Cut and paste the cover letter into the body of the email and also attach a copy to your email.**

***Please use the following format for your letters:***

*{NOTE: your name goes only at the bottom and phone number and email address are in the letter itself as well as on the resume.}*

Your Return Address (no abbreviations for Street, Avenue, etc.)  
Your City, YO [your two letter state abbreviation] zip  
Date (write out either like June 4, 2009 or 4 June 2009)

*(three spaces here)*

First and Last Name of the Person to whom you are writing  
Address  
City, ST zip

Dear Mr./Ms. Person: [note the colon]

Times have changed, and indentations for paragraphs are usually not used because it is easier not to use them. The body paragraphs should be single spaced in a business letter. But you should double space between paragraphs when your letter contains more than one paragraph. In the first paragraph, state your reason for writing.

In a second paragraph, you will want to motivate the reader to be interested in you as an applicant. Refer to your qualifications and refer to your resume.

In the third paragraph, ask for action. Thank the reader for efforts or consideration. Give your phone number and/or email address here.

Sincerely,

*{three spaces so that your signature may appear here}*

Sally Student

Encl: Resume

*Try to keep the letter to one page, and center it vertically. Notice the line spacing.*

2339 Ernest St  
Jacksonville, FL 32204  
October 13, 2005

Paul Smith  
The Pediatric Office  
258 Main Street  
Savannah, GA 32202

Dear Mr. Smith:

Your advertisement for a medical assistant to work in your busy office describes a need for a person of my background and training. Please consider my application for employment in your office.

I am enrolled in the Medical Front Office Assistant Program at Savannah Technical College and am presently completing my internship experience in a local medical office. I will be available for full time employment November 28.

My past experience includes medical claim processing. I have excellent skills in front office and am eager to apply them. The enclosed resume will provide more details about my skills and qualifications.

You may reach me at 904 233-8543 or stm0002@comcast.edu. I would welcome the opportunity to meet with you in person or to talk by phone and thank you for your time and consideration.

Sincerely,

*Michael Evans*

Michael Evans

Encl: Resume

***A WORD ABOUT REFERENCES:***

*Usually, three references are provided. Be sure your name is on the separate Reference Sheet. People who have **supervised or taught you** in training usually are best. Example of the correct format for listing references:*

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**Your Name**

References:

William M. Smith  
Medical Assisting Instructor  
Florida Career College  
6600 Youngerman Circle  
Jacksonville, FL 32244  
(888) 220-6047  
wsmith@careercollege.edu

Dr. Paul Johnson  
Large Pediatric Practice  
15600 Mary St.  
Jacksonville, FL 32244  
(904) 222-5555  
(No email address)

Patsy Kline  
Manager  
Pizza Inn  
5588 Easy Street  
Jacksonville, FL 32446  
(904) 123-8866  
pkline@pizzainn.com

*Important: Be sure to contact all your references and ask for permission to use them and verify the contact information.*

## Key Words for Resume Preparation

### Action Words

actively	eliminated	manage	revamped
accelerated	established	motivated	responsible
adapted	evaluate	organize	responsibilities
administer	expanded	originate	revised
analyze	expedite	participated	review
approve	founded	perform	schedule
coordinate	generate	plan	significantly
conceived	increased	pinpointed	simplicity
conduct	influence	program	set up
completed	implemented	proposed	solve
control	initiated	proved	strategy
created	interpret	provided	structure
delegate	improve	proficient	streamline
develop	launched	recommend	successfully
demonstrate	lead	reduced	supervise
direct	lecture	reinforced	support
effect	maintain	reorganized	teach

### Self- descriptive Words

active	determined	independent	realistic
adaptable	diplomatic	logical	reliable
aggressive	disciplined	loyal	resourceful
alert	discrete	mature	respective
ambitious	economical	methodical	self-reliant
analytical	efficient	objective	sense-of-humor
attentive	energetic	optimistic	sincere
broad-minded	enterprising	perceptive	sophisticated
conscientious	enthusiastic	personable	systematic
consistent	extroverted	pleasant	tactful
constructive	fair	positive	talented
creative	forceful	practical	will travel
dependable	imaginative	productive	will relocate

## **Sample job descriptions for help in resume writing.**

**NOTE** -- always be careful to use either the PRESENT or PAST tense in your descriptions, (depending on whether you are still in the job or not).

### **Cashier**

Provided excellent customer service as a senior cashier for busy restaurant. Answered phones and took orders, trained new-hires, received and accurately recorded cash and charge payments and balanced cash registers at the end of shift. Maintained a safe and organized work environment.

### **Retail Sales (Sally Beauty Supply)**

Handled the daily operations of busy and established beauty supply store. Served customers by establishing and building rapport and providing excellent customer service. Managed all floor business including ordering supplies, ticketing merchandise and sale promotions. Made deposits, closed and balanced cash drawers at the end of shifts and opened store at beginning of day.

### **Human Resources Representative**

Coordinated the employment, application, and interviewing process for candidates. Managed the applicant appointment process for new hires and reviewed personnel and position transactions. Handled confidential information, benefits packages and maintained accurate leave records. Performed general clerical duties, such as answering phone, maintaining files, completing reports and other related duties.

### **Medical Assistant - Externship**

Completed rigorous 6 week externship for busy \_\_\_\_\_ office. Handled all back office procedures and front office procedures. Measured vital signs, weight, height and escorted patients to exam rooms. Recorded patients' medical history and updated information in medical records. Prepared and administered medications as directed by physician. Assisted front desk staff with filing and medical records.

### **Medical Assistant (present tense – currently employed)**

Handle the operations of Back Office and Front Office for a busy \_\_\_\_\_ practice. Back office duties include: Perform vital signs, prepare patients for examination, assist physician with medical procedures. Front Office duties include: Answer phones, schedule and confirm patient diagnostic appointments, surgeries and medical consultations. Verify and receive authorization for surgery and procedures. Interview patients to complete documents, case histories and insurance forms. Maintain medical records, technical library and correspondence files.

### **Administrative Clerk (Military)**

Perform office and clerical duties in a military and highly detailed setting. Ensured compliance with office procedures while training for combat situations and emergency awareness. Achieve a team-oriented and cooperative environment with other staff and constantly meet deadlines on assigned projects. Awarded special recognition for outstanding service.

### **Transportation Security Officer**

Perform a variety of security and safety related functions while safeguarding employees, passengers, the public and property. Continuously and effectively interact with the public, giving directions and responding to inquiries and emergencies. Maintain focus on safety, vigilance and awareness within a high-volume and active environment. Maintain a high level of customer service. Use careful judgment in a distracting atmosphere and report any issues to supervisors in an efficient manner.

### **Customer Service (RETAIL)**

Provide retail sales support for a busy store. Give excellent customer service and outstanding administrative support. Provide training for new hires and assist management with cashier operations as needed. Manage for daily operations in shoe department and sales floor. Up-sell, re-stock and display merchandise as required by sales plan and promotions.

### **Security Guard**

Monitored and authorized the entrance and departure of persons and maintained security of premises. Operated detecting devices to screen individuals and prevent passage into restricted areas. Wrote reports of daily activities and reported irregularities and unusual occurrences.

### **Care Giver**

Assisted in the activities of daily living for senior citizens and others. Worked with nurses and other staff members to provide care and assistance. Accompanied patients to medical appointments and other appointments as needed. Performed light housekeeping and other administrative functions as necessary.

**CNA**

Give compassionate care and assistance to patients. Provide staff relief and coverage. Take vital signs, log intake and output and observe and report problems with patient care. Assist with administrative duties as needed. Bathe, feed, and position patients as necessary.

**Teacher's Aide (Daycare)**

Assisted teachers and staff with daily operations of busy daycare center. Worked closely with children to support healthy emotional development, encouraging understanding of others and positive self concepts. Kept records on individual children, including daily observations and information on activities, such as meals served and medications administered. Read to children and taught simple skills. Conferred with parents and gave feedback as needed.

**Dispatcher**

Took orders over the phone and assisted a busy team in dispatch operations under tight deadlines. Sent out weekly statements for billing, reconciled and balanced registers and prepared bank deposits. Kept track of payments on accounts and delivered parts to various shops as needed.

**Teller (Check Cashing)**

Assisted customers with financial transactions in a retail setting. Cashed and verified checks, issued money orders and verified identification of customers. Verified corporate accounts and reconciled vault and register. Made payday advance payments and processed bill payments for utilities and other transactions.

**Bookkeeper**

Run accounting reports for managers and department supervisors. Limit access to vault, make deposits to the bank, ensure that all registers have zero variance. Conduct written audits on registers and cashiers. Ensure that any markdowns are made accurately. Assist as phone operator on high volume of calls and direct to proper departments.

**Receptionist (MEDICAL)**

Performed front office duties in a high-volume psychiatrist office. Greeted patients, answered phones, collected co-payments and verified eligibility with insurance companies. Checked patients in and out and scheduled appointments for five psychiatrists and two therapists. Entered data using Alta Point medical software. Filed records, called pharmacies for prescription requests and coded patient visits.

**Computer Repair Technician**

Provided range of technical support services subcontracted to multiple clients. Configured laptops to meet client specifications and performed quality checks. Upgraded memory, performed bios updates and migrated systems from Windows 98 to 2000. Configured up to five computers simultaneously. Proactively sought out new assignments and self-marketed for new business.

**Customer Service Representative (Publix)**

Assist management and cashier team with daily operations of high-traffic supermarket chain handling three different posts: Customer Service, Lotto and Check Cashing operations. Handle large volumes of cash and checks with a consistent ability to balance at the end of shifts. Resolve customer issues and complaints with expert facility. Ensure customers are satisfied with their experiences and up-sell on marketed materials. Train new-hires and assist with other management duties as needed.

**Floor Manager (Restaurant)**

Managed the daily operations of a busy and established Country Club restaurant. Hosted national golf tournaments and special events. Served members of the club while establishing and building rapport to provide excellent customer service. Responsible for managing all restaurant business including ordering supplies and scheduling maintenance services. Made deposits, closed and balanced cash drawers at the end of shifts.

**Dental Assistant / Front Desk**

Assisted Orthodontic Specialist with direct patient care and front office procedures. Answered phones, scheduled patients, verified insurance and collected payments from patients. Responsible for chair operations including patient preparation, sterilization and inventory control of dental instruments and supplies. Developed a comprehensive knowledge of dental assisting techniques and dental office operations.

**Adult Care / Teacher's Assistant**

Acted as a liaison between social services and community services for special needs and challenged adult students. Processed data for social workers and other official departments using both company and state guidelines. Assisted adult students in activities of daily living, reading, writing, job search and resume assistance. Met with parents and family members for assessment and evaluation of progress.

**Equipment Specialist (US Army 92S)**

Inspecting equipment and materials for assigned projects and tasks. Repair non-working and out-dated equipment and re-stock supplies. Maintain a secure and safe environment while meeting strict deadlines. Work with team of engineers and commanders in quality control.

**Inventory Specialist**

As part of a team of 15 Inventory Specialists, inventory and record inventory of retail establishments throughout southern Florida. Travel to different locations and establishing inventory and stock plan for grocery stores, clothing stores and pharmacies. Responsible for completing 7 to 14 stores per week and assist with loss prevention and calculate yearly production budgets.

**Coding and Billing Specialist**

Coded cases using ICD-9 and CPT for physician billing service. Used Medisoft system to enter patient data and code services. Verified procedures and ensured accuracy with coding for billing department. Handled phone inquiries and prepared weekly reports for supervisor.

**Customer Service Agent**

Provided customer service in daily operations of busy hotel. Answered multi-line switchboard and directed calls to proper departments. Handled internal and external customers by phone and in person to provide accurate information about hotel and other community services and events. Supervised mini-bar services and posted charges to guest accounts, handled disputes and refunded charges as necessary.

**Senior Server - Banquet**

Train and captain a team of up to 20 employees in order to maintain excellent customer satisfaction, monitor food preparation and utilize efficient serving techniques. Greet and host event coordinator to ensure proper set-up and compliance with requests. Follow all safety guidelines and proper policy procedures are followed.

**Catering Administrative Assistant**

Assist management team in daily operations of busy catering division for high-end resort. Responsibilities include catering sales, greeting guests and clients. Assist the Director and Sales Associate to meet or exceed sales goals for the year. Answer phones, route calls and organize and maintain a digital and hard copy filing system. Generate contracts as well as develop files and collect funds for new events. Mail appropriate information to clients in response to inquiries and collect customer service evaluations. Maintain poise and professionalism while handling emergencies and dealing with upset clients.

**Travel Agent**

Manage the daily operations of busy travel agency. Consult and advise clients to give advice about the best vacation options and packages. Set up and assist with their travel arrangements. Handle all aspects of bookings including airline and hotel reservations, group tours, bus and cruise travel to International destinations.

**Print – Production Assistant**

Handled all customer service and processing of orders including order verification, quality control, assembly and finalization of products. Worked closely with owner and management team to meet deadlines and provided excellent customer service.

**Counselor (YMCA)**

Supervise the After School Program which includes developing curriculum and other special intergenerational events for a busy YMCA center. Work closely with the program team to plan and manage special events and attend conferences, workshops and groups, including teambuilding and leadership skills. Assist children with their homework. Make rosters on a weekly basis.

**General Office (Mechanic)**

Manage all daily administrative operations of general mechanic shop, including answering phones, scheduling appointments for customers and ensuring proper charges for services. Process payroll, collect past-due monies and arrange payments with customers. Order parts and supplies as needed Make deposits to the bank, ensure end of day balances are correct. Maintain a team-oriented and cooperative environment with other staff to constantly meet deadlines on assigned projects.