

M. B.

OBJECTIVE:

To find a position in customer service that utilizes my ability to understand customer needs and provide problem solving skills in a diverse work environment

SKILLS:

- Ability to multitask and perform more than one duty on the job throughout the course of the day
- Tendency to be detail-oriented in being precise and organized while performing assigned duties
- Ability to run and maintain an organized office in an efficient manner

EMPLOYMENT:

Storage Management **Chicago, IL** **September 1994 – April 2007**
Assistant Manager

- Showed potential customers different sizes of units to determine best fit for their needs
- Assisted in filling out paperwork for storage unit leases
- Acted as U-Haul agent to coordinate rental of trucks
- Managed client files and tracked due rent payments for up to seventy five clients
- Trained new employees on company computer systems and how to process customer payments
- Ran the elevator for customers and trained workers on company operations

Royal Food's **Chicago, IL** **February 1992 – December 1993**
Stocking Clerk

- Stripped and buffed floors every three months to maintain excellent store environment
- Unloaded incoming shipments and transported them to the floor to be shelved
- Loaded trash compactor on a weekly basis
- Aided elderly and disabled customers with home deliveries
- Supported cashiers with bagging when store was crowded

Wells Fargo Guard Services **Chicago, IL** **September 1988 – January 1992**
Security Officer

- Performed regular checks of perimeter once every hour
- Worked service desk assisting customers in conducting of their business as needed
- Communicated with co-workers and authorities with customer emergencies

EDUCATION

Hales Franciscan **Chicago, IL** **June 1972**
High School Diploma

ADDITIONAL TRAINING

US Army **November 1972 – November 1976**
Honorable Discharge