**[Customer Service Word Processing](https://www.postjobfree.com/resume/ad01vr/customer-service-word-newport-news-va)**

**Location:**Newport News, VA

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**Resume:**

Barbara Gail Howard

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Newport News, VA 23607

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bghoward53@gmail.com

EDUCATION

ITT-Technical Institute, Jacksonville, Florida. Associate of Science Degree in Computer Electronic Engineering Technology, Graduated, September 2006; GPA, 3.37

MBTI Business Training Institute, Milwaukee, Wisconsin, Honors Diploma in Secretarial Word Processing Graduated June 1989

TECHNICAL / ADMINISTRATIVE EXPERIENCE

Manager of a Elections precinct. Supervise poll workers, delegated out duties, write up time sheets. Supervise the opening and closing of the precinct. Assist voters when needed, ensure the state laws are carried out for voters rights.

Tested and troubleshoot for technical problems with transistor circuits. Solved quadratic equations and worked in team environments. Prepared research papers, demonstrated the ability to use a variety of resources.

Operated effective data protection and recovery. Training of major components on a personal computer, including the power supply, hard disk drive, floppy drive, CD-ROM drive, memory, CPU, motherboard, PCI socket, and Video cards.

Operated the proper technique for installing and/or uninstalling common personal computer components. Maintained, defragmented, formatted, configured, partitioned, and shared a hard drive on a personal computer. Given the proper components, construct and configure a simple peer-to-peer network. Knowledge of Troubleshooting for problems within the computer system. Supervise full time and student assistant employees. Coordination of Open House projects, RSVPs for special events. Conducted interviews for various offices positions and served as a representative on other interview comities. Worked up employees schedules and delegated out work assignments on a daily basis. Trained employees for customer service, phone etiquette, word processing and the admissions file room. Worked up budgets, timesheets for full time and part time employees, payroll, inventory of office supplies, supervised, managed and delegated out duties for the admissions filing room and travel paperwork for Coordinators and Admissions Officers.

Supervise training of multi-line phone system and implemented training course for new recruits. Headed up the Telemarketing project for the University of North Florida Admissions.

Separated and created various products from whole blood. Supervise and train employees on blood products. Worked in distribution of radiated and non radiated blood products to various hospitals and blood centers. Supervise and collected on 30, 60, 90, and 180 day delinquent credit card debts. Skip trace, and various collection procedures. Pull credit bureau reports from 3 major agencies.

WORK EXPERIENCE

Beaver Street Fishery

Manager/Line Leader Jacksonville, Florida 02/2012 - 1/2015

Supervised 10 employees to work the seafood packaging. Train employees for work procedures. Maintain computer system for shipping out seafood request orders. Input orders into various systems for staff packing orders. Trouble shoot system whenever needed.

Supervisor of Elections Jacksonville, Florida 01/2003 - 12/2014

Manager / Prescient Technician

Manager of elections precinct and supervise poll workers with duties for the day. Worked up time sheets for the staff members, greeted voters, maintained the computer system for early voting machines, trouble shot the systems when voting systems went down, maintained the printing system for the ballots. Ensured the state laws were carried out for voters rights and the precinct was operational under all law codes.

Lucinda Miller Home Care Provider Jacksonville, Florida 01/2005 - 11/2010

Home Health Aid - Prepared meals 3 times a day for a family of 6, (4 children and 2 adults. Was the Tech for the home/business computer systems. Paid out and took in money for home/business functions. Provided care for the children and house work.

Florida Georgia Blood Alliance Jacksonville, Florida 02/2007 - 03/2008

Lavatory Supervisor - Plasma from Blood separation, Inventory specialist of all blood products on a monthly basis, Supervise and train employees, created platelets from plasma and distribution of radiated and non radiated products to hospitals and other blood bank companies. Able to work blood products soft ware.

Dial-America Marketing Jacksonville, Florida 05/2006 - 09/2006

Telemarketing Sales Representative- Out bound telemarketing calls.

Aramark Jacksonville, Florida 11/2005 - 05/2006

Cook/Food Service Handler

Cook and prepare food for Duval Public Schools.

Chase Staffing Jacksonville, Florida 07/2005 - 12/2005

CSD Communications Services for Deaf, Communications Assistant Call Center- Data Entry, incoming calls and relaying calls for the dear, hard of hearing and people with speech impediments. Type verbatim for all calls.

Save-A-Lot Jacksonville, Florida 10/2003 - 10/2004

Store Clerk-Customer service, cash handling, and stocking and general merchandise inventory control.

The University of North Florida Jacksonville, Florida 07/1997 - 07/2002

Admissions Supervisor/Program Assistant - Supervise 20-25 employees. Train full time and part time employees in customer service skills, data entry, word processing, multi-line phone systems, filing and preparation of admissions information packages. Coordinated special events and Open House projects. Conducted interviews for clerical support teams for office of admissions. Served as an interview coordinator for management positions for the office of admissions.

Bank One/Bankcard Associates Milwaukee, Wisconsin 04/1990 - 07/1995

Supervisor /Collector/Team Leader/Recovery Specialist - Collect on all Master Card and Visa delinquent accounts. Supervise 30/60/90 day delinquent accounts. Skip tracing and account monitoring. Recover debts after final charge off on accounts. Auto dialing system. Senior Adjustment Clerk. Supervise clerks and office support workers. Order supplies and typed correspondence letters for Vice President and Bank Card Associates. Customer Service, inbound calls with Bankcard Associates Call Center.

AWARDS, ORGANIZATIONS

\* Highest Honors Awards from ITT Technical Institute

\* Women at ITT (WITT), Women in Technology Club

\* Team Player Award from ITT Technical Institute

\* University Support Personal Association Committee Member at UNF

\* Most Improved Student Award from ITT Technical Institute

\* Honors Awards from ITT Technical Institute

Reference's available upon request