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**Location:**Chicago, IL

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**Resume:**

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1 OBJECTIVE

Seeking a rewarding and challenging position that will provide an

opportunity to assist in meeting your company's goals and objectives by

applying my training and extensive hands on experience in Customer Service

and Office Administration.

2009 - 2014 Thresholds, Chicago, IL

Community Support Specialist 2:CRSS

Teach members independent and community

living skills such as housekeeping,

shopping, meal preparation and personal

hygiene.

Intervene with bureaucracies' facilities and

support systems on member's behalf.

Support and promote member self advocacy and

participate in decision making

and treatment planning.

Develop resources within the agency and community

Keep service area clean and safe at all

times

Ability to prepare healthy meals

Transport members in personal vehicle or

Thresholds provided

vehicle

2009 - 2012 Sub Desk Clerk & Community Specialists 1

Handle member issues and concerns

Review Staff Log

Tour Floors logging necessary updates

Distribute medication to members

Verify working area is clean at conclusion of tour

Work at different locations as needed

2009-Present IBF Properties Management, Chicago, Illinois

Leasing Agent

Advertise for apartment rentals.

Assisted with administrative duties and take leasing calls

Show prospective clients available apartments.

Collect all required documents and process information for

Property Manager to review for approval.

Prepare leasing documents, keys and discuss leasing contracts with

client

Supervise new Leasing Agents.

2004-2008 Catholic Charities, DHS, & DOR Chicago Illinois

Patient Care Assistant

Attend training class for certificate in Alzheimer's and Home

Health Aide.

Assist with business, personal care, homecare and outside

activities.

Prepare daily reports

2007 - 2007 Global Employment Solution, Chicago, Illinois

2 Reservation Agent

Greeted customers and responded to both phone and direct inquiries

in a courteous and professional manner.

Assisted customers with vehicle rental reservations at busy

airport location and worked closely with dispatcher to provide on-time

service.

2000 - 2007 Windy City Manufacturing, Inc., Chicago, Illinois

3 Sales Representative

Assisted with promotional marketing, sale of doors, windows,

fences and janitorial supplies for commercial and residential customers.

Made a high volume of phone calls to perspective clients,

solicited sales and followed up on other leads to generate new business.

Prepared contracts and followed up to ensure customer

satisfaction.

Updated and maintained customer/sales database.

Responded to all inquiries and complaints in a timely and

efficient manner

Supervised Sale Representatives.

1997 - 1999 Creative Tours and Travel, Chicago, Illinois

4 Independent Travel Consultant

Assisted customers with domestic and international travel

arrangements.

Booked reservations and followed up on accommodations.

Researched and prepared attractive travel/hotel packages and

followed up with all parties involved to ensure compliance with contractual

agreements.

Accurately processed cash, check and credit/debit card

transactions.

Developed successful computer program used for conventions in the

Chicago area to gather information for travel, hotel accommodations and

convention site searches for corporate conventions.

1993 - 1996 D's Music, Chicago, Illinois

5 Owner/Operator

Responsible for day-to-day operations, ordered music and

maintained inventory control of music, stock and supplies for a busy music

store.

Initiated promotional programs, window displays and other forms of

advertisement designed to attract new business.

Solicited customer input on types of music they preferred, which resulted

in increased sales.

Managed and supervised a staff of 8, coordinated work schedules

and administered disciplinary actions when warranted.

Networked and interacted with distributors building a good

business rapport.

1979 - 1993 U.S. Postal Service, Chicago, Illinois

6 Administrative Assistant/Computer Forwarding Clerk

Effectively performed administrative and clerical duties for 8

Area Managers.

Answered and routed incoming phone calls, sorted and organized

files, copied/ faxed documents and performed data entry processing.

Processed change of address notifications and re-routed

customer's mail via computer updates.

Responded to customers concerns in a courteous manner and

addressed/followed up on complaints to ensure speedy resolution.

7 EDUCATION

Columbia College, Chicago, IL - Major: Public Relations and Advertising,

University of Illinois Circle Campus, Chicago, IL - Major: Psychology,

8 ADDITIONAL CLASSES AND CERTIFICATIONS

Home Care Aide & Alzheimer's Disease Certificate 2008

Liberty Tax School, Certified Tax Consultant, 2006

Crew Leader & Enumerator 1999

Olive Harvey, College, Travel 1-4,

Olive Harvey College, Starting a Small Business,

9 COMPUTER SKILLS

Microsoft Word, Excel, PowerPoint, Outlook and the Internet

Typing and Data Entry Processing, 55+ WPM

Sable and Apollo

10 ADDITIONAL ACCOMPLISHMENTS

1 Received recognition from U.S. Postal Service for introducing idea to

issue stamps by mail and for implementing troubleshooting for computer

program used in mail forwarding process.

References upon request