Susan Maver

6393 Extreme Shear #102
Henderson NV 89015

(702) 353-7898

*G*oal-oriented, with a drive for perfection. I am an outgoing, well spoken person with an exacting eye for detail.

Skills:

>>Customer Service:

I have a proven ability in customer service in both service and retail settings. The customers are the ones signing my paycheck, I treat them accordingly.

>>Phone Skills:

I have a great deal of experience in multi-line phone systems, and have worked in a call center environment before. They really can hear your smile.

>>Office Skills:

I am knowledgeable in all standard office equipment such as phones, fax machines, copiers, and typewriters. I type approximately 75 WPM, and am proficient in standard office computer applications such as Microsoft Office suite.

>>Cash Handling:

I have experience handling cash through running cash registers, counting out drawers, and keeping accurate records of counts.

>>Other Skills:

My many other skills include proficiency in all current versions of Microsoft Widows operating systems, some functional proficiency in Spanish, and technical and creative writing.

Employment History:

CSD USA Relay
4310 Iola Ave # 102
Lubbock, TX 79407
(806) 785-0599

March 2004 - July 2004: <u>Relay Agent</u> - Transcribed telephone conversations to the hard-of-hearing using TTD and TTY relay machines, as well as PCs to log calls and keep records. Heavy customer service, fast accurate typing, and a great phone voice were all required.

Wal-Mart
540 Marks St.
Henderson, NV 89014
(702) 547-0551

February 2003 - July 2003: <u>Cashier</u> - Rang up and bagged customer purchases, counted and recorded cash drawer throughout shift, Heavy customer service and cash handling made this a high responsibility position.

McDonald's
Rt. 35 & 88
Point Pleasant, NJ 08742
(732) 899-2706

June 2002 - December 2002: <u>Management training</u> Took customer orders in drive thru and ran registers. Ensuring proper sanitation through cleanliness, and providing positive customer service were other major aspects of this position.

Works!