

SUSIE QUE  
123 Any Street  
City, State Zip  
Home: 404-555-1212  
Cellular: 770-555-1212  
Email: anymail@email.com

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**OBJECTIVE:** To utilize my skills in Customer Service and Account Management.

**QUALIFICATIONS & STRENGTHS:**

- Proven ability to effectively supervise up to 10 people.
- Skilled at resolving complex problems and customers' disputes.
- Proficient at handling extensive work volume and varied functions, either alone or in a team setting.
- Experienced at recommending production improvements to senior management after measuring daily time and work processes.
- Ability to consistently meet quality standards contracted between corporate and customer.
- Skilled at balancing accounts accurately utilizing database systems.
- Compassionate, team player, resourceful, self-motivated.

**ACHIEVEMENTS:**

- Supervised 8-10 processors handling 150-250 accounts correctly, reducing correction by 24% and increasing production by 31%.
- Supervised job performance of employees and reported evaluations to senior management, resulting in the department's cost reduction by 21%.
- Improved work-flow distribution which reduced errors by 32% and overtime cost by 47%.
- Scheduled truck deliveries to 5 states, increasing on-time deliveries by 56% and reducing mileage costs by 38%.
- Awarded letter of commendation for outstanding production.

**EXPERIENCE:**

2/08-8/08	<b>Spring Air Mattress</b> <b>Customer Service Assistant</b> Processed over 120 work orders daily from intake to manufacturing to delivery.	Atlanta, GA
6/05-6/07	<b>Wachovia Bank</b> <b>Workflow Coordinator</b> Supervised the processing of client information, from receiving to transmission of reports.	Atlanta, GA
2/96-6/05	<b>Southtrust Bank</b> <b>Team Leader</b> Trained and supervised employees to process client information.	Atlanta, GA
3/94-2/96	<b>Administrative Assistant</b> Prepared letters and memos, organized office functions, transmitted data, handled billing.	Atlanta, GA

**EDUCATION**

<b>Information and Office Technology</b>	Chattahoochee Technical College	Marietta, GA
<b>Business Diploma</b>	Reid's Commercial Institute	Jamaica, West .Indies

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**Susie Que Resume**

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**SPECIAL TRAINING & SKILLS:**

**Training Courses:** Supervision, 2001 (AIB)

**SKILLS**

Microsoft Word  
Microsoft Excel  
10-key data input

**INTERESTS:**

Volunteering; prison ministry and homeless shelters; reading; counseling.

**REFERENCES**

Available Upon Request