

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

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

EDUCATION

Information and Office Technology	Chattahoochee Technical College	Marietta, GA
Business Diploma	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