

Tina Moore

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Objective: Customer Service Representative

Summary of Qualifications:

- Proficient in Microsoft Word and Excel
- Excellent customer service skills
- Experience working in a team to set and achieve goals and objectives
- Ability to learn industry-specific software quickly
- Effectively communicate in person, on the phone and by electronic means
- Strong problem-solving and conflict-resolution skills

Education:

Lake Land College
Associate in Science – Business Administration
Mattoon, IL
Expected May 2011

- GPA 3.2 on 4.0 scale
- Member of Environmental Club

Work History:

Lake Land College
Career Services Work Study
Mattoon, IL
September 2009 to Present

- Answer multi-line phone system and direct callers to appropriate personnel
- Schedule student appointments with office staff using Microsoft Outlook
- Train customers on the use of resume template software
- Maintain online job listing database through data entry and deletion

Neoga IGA
Cashier
Neoga, IL
October 2008 to Present

- Communicate with co-workers and supervisors to set and achieve daily goals
- Train new staff on company rules and use of cash register
- Resolve customer complaints positively
- Answer phones and assist customers with their questions or concerns