

OBJECTIVE

Customer Service Professional seeking a full-time opportunity with an organization that offers continuous improvement concepts and technology that enhances service to the community.

PROFESSIONAL EXPERIENCE

Substitute Teacher

2007 to Present

Alamance County Public School, Alamance County, NC

Manage daily classroom activities. Interact with students assisting them in problem solving and developmental skills. Provide leadership in verbal and written communication skills. Implement tests and reviews for the advancement of education.

Quality Control Team Member

2004 to 2006

Ford Motor Company, Winchester, VA

Assessed key problem areas within internal and customer service. Provided adequate information and advice for customer decision making. Participated in process improvement initiatives. Achieved 2006 Presidential Award for best quality and customer care in the automobile division.

HR Assistant/Certified Employee Trainer

2001 to 2006

Ford Motor Company, Teterboro, NJ

Administered pre-employment training. Facilitated safety training procedures using OSHA materials and on-site experience. Performed evaluations and method reviews.

Manufacturing Technician

1999 to 2001

Ford Motor Company, Teterboro, NJ

Distributed small automobile parts to dealerships around the country for sales. Processed assignments and distributed duties to employees while training in outbound operations. Organized and participated in community service programs which included The March of Dimes 5k Walk and The United Negro College Fund fundraiser .

Sales Associate

1996 to 1998

Sam's Club, Petersburg, VA

Provided quality customer service and assisted consumers with selection of merchandise. Collaborated in teams to better service the consumer. Managed complex situations in a timely manner.

EDUCATION

Virginia State University, 1998

Petersburg, VA

Bachelor of Science Family and Consumer Science

Educational Honors List 1997 and 1998.