

## LIBRARY EDUCATIONAL AIDE

### Summary

To obtain an administrative assistant position where I can apply my 10 years of customer service, gift of multitasking, and professional experience to provide a team with a high quality of consistent supportive experience.

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### Highlights

- Competent and reliable professional, committed to top quality work
- Organized and multitasking person
- Resourceful in solving problems, maximizing resources, leading, delegating and negotiating
- Collaborate easily with co-workers and work well independently
- Possess excellent communication and inter-personal skills
- Perform effectively despite sudden deadlines and changing priorities
- Proven ability to identify, analyze, and solve problems
- Highly reliable self-starter; can be counted on to complete assignments and manage projects
- Planner, sets goals, and meets deadlines
- Experienced in customer relations
- Self-motivated; able to learn on own initiative
- Excellent record of dependability and reliability
- Versatile and multi-skilled person
- Relates easily with all levels of co-workers and customers
- Excellent verbal and written communication skills
- 10 years' experience working in the customer service industry
- Entrepreneur skills; forward thinker, always trying to improve things or determine functionality
- Hard worker, quick learner, and ability to assume responsibility
- Work well under pressure as part of a team
- Responsible, resourceful, and able to implement change or policies
- Efficient, supportive and flexible
- Ability to work in a fast-paced, intense environment smoothly
- A visionary and creative person Meticulous worker; attentive to quality and detail oriented
- Able and willing to assist co-workers, supervisors, and clients in a cooperative manner Committed to providing total quality work
- Dependable employee with common sense and a variety of skills
- Work well under pressure to meet deadlines
- Work cooperatively with a wide range of personalities
- Proven ability to gain customer's confidence and trust

### Experience

#### Library Educational Aide

August 2015 to Current Company Name 1/4 City , State

- Green Valley Elementary and North Ridge Elementary Teaches students how to locate media in the library, and empowers students to be responsible for their individual library needs Checks library accounts for staff, parents, and students Organizes books, keeps a clean workspace and process daily shelving needs of the library Assist in individual needs for the entire school.

#### Office Manager/ Program Director

April 2014 to Current Company Name 1/4 City , State

- The dojo I work at was sold to new owners in 2015; I stayed on board with the new owners and have improved many areas of their business.
- The biggest improvements I made were things that save them money.Â The martial arts school I work at used a website that charged them \$300 a month for information that was just not needed and therefore a waste of money.Â I came up with our own in house system.
- I identified what information (tuition, attendance, rank, student's info etc.) we needed on a daily basis, and how to get to that information quickly.Â I simply used the excel program, came up with a sheet for each class and modify it to be easy to use for anyone.
- We can access any information we need quickly and timely; without paying this website.
- We were paying a lot for internet and phone.Â I called around and verified price and contract for a commercial account.Â I was able to negotiate a great price and bundle our services.
- We sell a lot of merchandise at the martial arts gym.Â I set up all new whole sale accounts; for equipment and uniform needs.Â I researched pricing for equipment, uniforms and office needs (ink, paper, paper towels) and modified our suppliers.Â I was able to establish new relationships and new pricing.
- The dojo relocated in 2016.Â When we took over a new space; I planned everything.Â The bathroom remodel I came up with the complete redesign and ,some of the construction, I actually did myself.
- I handled every aspect of moving from one location to a new location.Â In a time limit of 14 days, we not only moved but opened our doors at new location; all during Christmas/New Year Holiday.
- Since working for ATA, I have revised the way we communicate to students and parents.Â I updated our facebook web page, came out with a monthly newsletter, put in place an announcement board, and update our webpage bi-weekly.
- I have planned and executed new rank testings, tournaments, birthday parties, and planned our company events for an entire year in advance.
- I have increased customer satisfaction and supported customers in areas such as conflict resolution in tuition issues, problem solved our cancel and hold policy, resolved our turnaround time on merchandise orders, clarified rules and equipment requirements in writing and revamped our leadership program.
- IÂ manage new student recruitment, marketing needs, student registration, community outreach, parent communications, staff management,

ordering supplies, bookkeeping, upgrade selling, and receiving payments Improved family and parent relations for the school.Â I created and implemented new schedule, new calendar of events, worked closely with the owners to design and publish the company's website Handles all record keeping (testing, contracts, tuition payments, and inventory).

#### Children's Ministry

September 2009 to May 2013 Company Name i¼ City , State

- Created a warm and welcoming environment for children, staff and parents.
- Helped maintained the employees and volunteer's schedule.
- Lead worship time, small group discussions, and all children's activities.

#### Sales Associate

June 2007 to November 2009 Company Name i¼ City , State

- Increased sales productivity, as well as, guest service by utilizing different methods of communications.
- Established an organized system for daily needs of answering emails, fax and phone calls.
- Learned essential business and management skills by learning the complex computer system to handling site visits with clients and customers.

#### Team Lead Specialist

October 2004 to December 2006 Company Name i¼ City , State

- Managed the electronics department that handled exchanges, returns, purchases, customer service, and complaints, building displays, inventory and managing back stock.
- Managed a team of employees during peak and off-peak seasons that included training.

#### Education

English and Journalism , 2004 University Of New Mexico i¼ City , State English and Journalism

General , 2000 New Mexico State University i¼ City , State General

High School Diploma : 2000 Mayfield High School i¼ City , State

Educational Aide Certification 2015

#### Skills

computer knowledge, conflict resolution, contracts, clients, customer satisfaction, customer service, electronics, Email, fax, ink, inventory, leadership, management skills, managing marketing, access, excel, money, office, power point, publisher, word, newsletter, peak, pricing, receiving, record keeping, recruitment, selling, sales, staff management, phone skills, phone, upgrade, website, web page