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Free Resume Candidate Reference 090422-1

Resume Title: Human Resources Candidate
Location: GA: Atlanta

CAREER OBJECTIVE

Ambitious and highly motivated Human Resources professional offering over 9 years of direct experience working in customer service. Seeking an opportunity where utilization of my skills will be expanded in a fast pace and rewarding environment as an entry level Human Resources Generalist, Benefits Specialist, Training and Development Coordinator, Customer Service, and/or Management related field.

EDUCATION

2003 – 2007 UNIVERSITY OF WEST GEORGIA CARROLLTON, GA
BACHELORS OF BUSINESS ADMINISTRATION, MANAGEMENT
CONCENTRATION: HUMAN RESOURCES MANAGEMENT

REVALENT COURSEWORK

Human Resources Management, Organizational Behavior, International Management,
Strategic Management, Legal Environment of Business, Public Speaking

PROFESSIONAL EXPERIENCE

8/2007 – 3/2008 Blockbuster Video, Lithonia GA
Customer Service Representative/Management Trainee

- Ensure the store is maintained per company standards and assume responsibility as the manager on

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duty in the absence of the Store Manager.

- As a manager on duty, ensure the proper inventory controls, merchandising, cash controls and customer issue resolution procedures are in place and followed
- Ensure store appearance is in compliance with ongoing marketing programs, product is displayed timely and appropriately, and the store is clean and maintained per company standards.
- Interact with customers in person and on the phone and utilize the computerized point of sale system to complete both credit and cash transactions and maintain member accounts.
- Perform other duties as assigned.

06/1998 - Present Dorothy Lawn Care, Decatur GA

Operations Manager

- Supervise all landscape production including daily routines and scheduled appointments
- Monitoring all time records of production personnel.
- Business Development - soliciting new commercial maintenance contracts for Homeowner's Associations, industrial or commercial clients
- Building an outstanding production team - developing employees and working with employees to build and support a team environment
- Ensuring that customers are completely satisfied through effective communication, relationship building and regular site visits.
- Ensuring a safe environment for employees, customers and the general public
- Demonstrating role model behaviors on ethics and integrity as well as positively promoting Company culture

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06/2007 – 08/2007 Grand Hustle Records, Atlanta GA

Intern

- Primary responsibility for answering a multi-line phone system and greeting and welcoming visitors to the office
- Efficient handling of in-coming and outgoing mail and FedEx's
- Provide administrative assistance to high-level executives of the company
- Preparation and maintenance of spreadsheets, preparation of PowerPoint presentations, and preparation of written correspondence on occasion.

06/2006- 12/2006 Blockbuster Video, Carrollton GA

Customer Service Representative

- Ensure store appearance is in compliance with ongoing marketing programs, product is displayed timely and appropriately, and the store is clean and maintained per company standards.
- Interact with customers in person and on the phone and utilize the computerized point of sale system

to complete both credit and cash transactions and maintain member accounts.

- Perform other duties as assigned.

05/2003 – 08/2005 General Motors, Doraville GA

D-2 Assembly Line Worker Summer Intern

- Production Paint Shop -responsible for the finesse, moist and sanding General Motor automobiles with the Paint Shop where hand dexterity is important and requires good eye-hand co-ordination.
- Sealer Line – responsible for making sure air holes are not in the automobile body or windows using special air pressure machine

COMPUTER PROFICIENCY AND TRAINING

MS Office Suite: Word, Excel, PowerPoint, Outlook and Access

Customer Service Total Quality Training

Blockbuster Video Management Trainee Program

Seagrams Gin Pursuit Of Excellence Program

HONORS & ACTIVITIES

HOPE Scholarship Recipient, Fall 2002

Cap Sim Business Simulation – Cumulative Profits, Fall 2006

Cap Sim Business Simulation – Stock Price, Fall 2006

Member, NAACP

Annual NAACP Fashion Show committee

SEAGRAMS'S GIN PURSUIT OF EXCELLENCE PROGRAM

REFERENCES

Available upon request