

## **Wanda Jobs**

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**Objective:** To obtain a technical position in a high quality organization that will utilize my technical and customer service skills.

### **Education:**

- Shoreline Community College, Shoreline, WA, 1998 to present  
Prerequisite course work for University of Washington admission
- Seattle Pacific University, Seattle, WA, 1995-1998  
Communications course work

### **Skills and Qualifications:**

#### **Technical Skills**

- **MS Office**
- **DOS**
- **UNIX**
- **C/C++**
- **HTML**
- **Hardware**

#### **Customer Service Training**

- Conflict Management
- Effective Listening
- Argumentation: The Art of Inference
- Advanced Interpersonal Communication

#### **Customer Service Skills**

- Interact with customers in an efficient, friendly manner.
- Work well with others, even under high pressure.
- Analyze, identify, and resolve customer problems.
- Maintain a calm demeanor and facilitate solutions for challenging customers.

### **Experience**

- **Customer Care Representative**, Airtouch Cellular, Bellevue, WA, 1998 to present
- **Telephone Operator**, Shoreline Community College, Shoreline, WA, 1998-1999
- **Cafeteria Cashier**, Seattle Pacific University, Seattle, WA, 1995-1998