

Janice A. General

1234 Wonderful Drive, Aztec, NM 87410
(Phone) 505/ 777-8888 (E-mail) janiceg@yahoo.com

PROFILE STATEMENTS:

- ◆ Excel in Microsoft Works office package and general computer usage
 - ◆ Above average working knowledge of accounting principals
 - ◆ Recognized for outstanding customer service
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SKILLS:

- ◆ Bookkeeping/Accounting
 - ◆ Microsoft Word, Access, Excel, Publisher
 - ◆ Customer Service Proficiency
 - ◆ Entry Level Management Skills
 - ◆ Business Letter Writing
 - ◆ Telephone Etiquette
 - ◆ Bilingual/Navajo
 - ◆ Interviewer and Trainer
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EDUCATION:

San Juan College, Farmington, NM Business Administration AAS Degree, May 2011, GPA 3.5

- ◆ Earned an "A" in 22 classes including: Business Microcomputer Applications, Statistics, SpreadSheeting, Accounting I & II, and Understanding Financial Statements
 - ◆ Assisted general community with filing their income taxes
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EXPERIENCE:

Ace Hardware; (September 2010 to Present), Farmington, New Mexico
(3 growth positions) Customer Service Floor Sales, Cashier, Posting Clerk

- ◆ Provided excellent customer service, both in person and on the phone
- ◆ Solved communication problems by using Navajo with English limited customers
- ◆ Saved manager's time by tallying end of day receipts and making daily bank deposits
- ◆ Developed an Excel Spreadsheet to computerize store's account payables system, saving an average of 5 work hours per week, taught system to immediate supervisor
- ◆ Trained new employees in all three areas of expertise

Cutco, Inc. (Summer of 2008 & Summer of 2009), Bloomfield, New Mexico
(2 growth positions, Seasonal Employment) Salesperson, Area Manager

- ◆ Recruited and trained new employees for Bloomfield area
 - ◆ Cold called potential clients
 - ◆ Met customers in their homes and demonstrated new age cutting implements
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AWARDS, RECOGNITION and ACTIVITIES:

- ◆ Received two Customer Recognition letters for great service, Ace Hardware 2011
- ◆ Membership Chair, SJC Business Club - 2009 and 2010, Farmington, New Mexico
 - Created events for membership drives, designed and posted activity fliers
 - Increased membership by 20% during 2009 and 25% during 2010
 - Business Club Appreciation Certificate for membership growth 2010
- ◆ Top Salesperson for area in 2008, promoted to next level for summer of 2009