



PROFESSIONAL SUMMARY

I am a dedicated and contentious employee. I have a diverse background, with strong customer support roles along with sales, and accounting experience. I enjoy being a customer support representative you are listening to people and assisting them, making their day better.

I have internet, laptop, PC computer and smartphone at home.

.

SKILLS

- I have worked for many companies in Silicon Valley such as Apple and Hewlett Packard and many small startups that are no longer in business.
- Apple Computer Inc.-Software tester 4 years experience, Writing test scripts, communicating with engineers and the product testing group to achieve thorough procedures before the product is shipped.
- Hewlett Packard - Engineering Administrator - Worked with two hardware and software engineering groups. Purchasing products, assisted in setting up a computer lab.
- Living Video Text - Customer Support Supervisor, training new employees, wrote support procedure documents, phone support for the software product.
- Personal Computer Magazine - Editorial Assistant, supported 3 editors getting articles sent to New York office, organized software lab and inventoried items of software and hardware, scheduled meetings, rarely set up for photo shoots.
- Release Now - Customer Phone Support, trained new employees, handled over 80 calls a day along with emailing support issues.

EXPERIENCE

Home Care Provider, California Santa Clara In Home Support Services , Apr 2015 - Dec 2020, Santa Clara, CA

As a Care, Provider every day is different and can be demanding work. With the clients I had my responsibilities included: gardener, bathing, clothes washing, ironing, seamstress, cooking, housecleaner, beautician, exercise coach, caring for cats, mechanic, administering medications (doctor approval), shopping, massaging, arranging medical appointments, and councilor and administrator.

My clients have health issues, such as cancer, diabetes, dementia and Parkinson's.

I have called 911 and waited hours in the emergency room, assisted with dementia, cancer and Parkinson the hours for release. Some clients or doctor appointments and called the doctor for follow-ups.
I had phone consultations with the doctor for one client. This job also included processing paperwork and sometimes speaking to the social worker.

EDUCATION

BBA, Business

Jun 1979

San Francisco State University - San Francisco, CA