|  |
| --- |
| **Jennifer Gonzalez**  Snohomish, WA · 509.901.1743  **jennifer.j.gonzalez@outlook.com** |
| I am looking to move into a company that would help me fulfill my need for a career that challenges me, teaches me and helps me to feel accomplished. Working as an Administrative Assistant combines a skill set that I already have, as well as develop more skills and abilities. Working for a large company would be ideal to learn this field and experience many different aspects of the job force involved with it. |

Experience

|  |
| --- |
| **July 2018 – Present**  **Senior Manager, Customer Service, Professional Appliance Technicians Serve as the interim Operations Manager at least once a month. Also take on additional projects and own them from start to finish.**   * Manage customer relationships, servicing $2M+ annually in high end appliances. * Build customer service representative training, implement training and assess performance. * Own calendar management for six full time technicians, including travel to multiple locations daily, with 3-4 week advance scheduling. |
| **March 2016 – April 2018**  **Food Service Coordinator, Chartwells**   * Coordinated the creation and service of 300 + lunches on a daily basis. * Owned the cooking section of the kitchen, which included cleaning and organizing. * Stepped into the Kitchen Lead role when needed. Ran a kitchen for the majority of a school year.   **May 2003 – August 2006**  **EVENING/WEEKEND SUPERVISOR, JERROL’S BOOK AND SUPPLY COMPANY** |
| * Owned the management of the front end of the store. * Promoted to supervisor after 8 months of employment. * Tasked with money management during my shifts. * Supervised up to 5 employees at a time. |

Education

|  |
| --- |
| **September 2002 - August 2006**  **Family and Consumer Sciences,** Central Washington University |

Skills

|  |  |
| --- | --- |
| * Customer service * Project Management * Planning * Data Entry * Calendar Management * Conflict Resolution * Organization of People and Items * Research * Administrative Skills * Microsoft Word, Excel, Powerpoint * Typing 60+ WPM |  |