**Joann C. Marinelli**

**4040 Boulder Hwy Apt1068**

**Las Vegas, Nevada 89121**

**(423) 571- 9344 cell**

**joannjojojet@yahoo.com**

**Role: Customer Service Representative**

**Client: Teletech Communications**

**Location: Las Vegas, NV 04/2020 to present**

**Responsibilities**

* Handle calls from customer
* Transfer to appropriate departments
* Resolve card and account issues

**Skills**

* Prepare notes
* Computer programs
* Conflict resolution experience

**Retail Sales Advisor**

**Client: SunRun – A Premier Solar Co.**

**Location: Scottsdale, AZ 08/2019 to 11/2019**

**Product Representative/Customer Representative**

**Responsibilities**

* Represent company
* Answer phones
* Schedule appointments
* took care of customer’s needs.
* Resolved customer information and complaints

**Skills**

* Identify & schedule outlets
* Prepare sales documents

**Role: Administrative Supervisor**

**Client: Maverick SMD**

**Location; Blountville, TN 08/2005 to 1/2019**

**Responsibilities**

* Supervise staff of 3
* Process equipment orders
* Research equipment
* Price product quotes
* Prepare payrolls

**Skills**

* Recruit appropriate staff

**Computer skills:**

* Word, Power Point, Excel, Spread Sheets, etc.

**Role: Assistant Office Manager**

**Client: FEDEX Ground**

**Location: Elko, NV 07/2004 to 07/2005**

**Responsibilities**

* Prepare payrolls
* Scan all packages
* Dispatch deliveries
* Track packages

**Computer skills:**

* Word, Power Point, Excel, Spread Sheets, etc

**Role; Executive Sales Assistant**

**Client: Travel byus**

**Location: Reno, NV 07/2000 to 05/2004**

**Responsibilities**

* Plan trade shows
* Conduct training

**Skills**

* Schedule travel
* Schedule demonstrations
* Prepare expense reports

**EDUCATION**

* Tennessee Technology Center, Elizabethan, TN in 08/2009 to 04/2010
* **Suffolk County Community College** from Seldon, New York, 09/1981 to 06/1983

Major: Sociology

Minor: Communications

**Certified Dietary Management/Food Safety & Sanitation**

* Food Safety & Sanitation
* Food Service Management
* Nutrition
* Human Resources Manager
* Field Training (150 Hours at Wellmont Medical Center)