

Theresa Xiong
9700 Austin St NE, Blaine, MN, 55014
651-285-0226
theresa_xiong@hotmail.com

OBJECTIVE: Professional customer service position with the opportunity to enhance relationships with customers while utilizing skills.

Professional Skills

- Exceptional ability to enter data accurately and efficiently into appropriate data systems.
 - Ability to type accurately at a rate of 45 wpm-close attention to detail.; 10-key pad with accuracy
 - Excellent working knowledge using Microsoft Excel, Microsoft Word, Microsoft Power Point, Web-ex, Microsoft Outlook, internet and emails.
 - Ability to work well with others, maintain positive attitude and follow directions accurately.
 - Excellent interpersonal and communication skills written and verbal
 - A team player, cooperatively work with others to produce and deliver required work
 - Strong ability to multi-task, organize and follow-up in a fast paced environment.
 - Good decision in making and patient skills.
 - Bilingual (Hmong).
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Employment

On Time Assembly, Minneapolis, MN 06/2010-08/2010

Assembler

- Organize labels for portfolios.
- Package materials and products manually, Nail, glue, and close and seal containers.
- Label containers, container tags, and products.
- Sort bundles and filled containers.
- Inspect materials, products, and containers at each step of packaging process.
- Pack special arrangements or selections of product.
- Record information, such as weight, time, and date packaged.

Americas Best Care Services, St. Paul, MN 06/2010-07/2010

Office Assistant

- Review files, records, and other documents to obtain information with responses to requests.
- Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
- Complete and mail invoices, contracts, policies and checks.
- Prepared employee time cards and process payroll.
- Data entry and accounting budgets for monthly review.

Crown College, St. Bonifacius, MN 09/2014-12/2014

Student Computer Technician

- Addressing issues, such as computer repair, telephone, and network-related requests.
- Work closely with other IT staff to resolve issues and provide the best possible technical support for the college community.
- Answer questions in the computer lab and ensure that classroom technology works when it is needed.
- Provide Customer Service for Crown College ensuring customer satisfaction.
- Assist with the Management of Classroom and portable Tech.
- Various Clerical / Office Tasks.
- Reports to the Lead Technician for training and duties
- Reports to the Department head for All other needs
- Troubleshoot and resolve issues with various technologies either in person or over the phone. Determine when escalation is needed.

Volunteer – Feeding my Starving Children - 2015

Education	<i>St. Paul College, St. Paul, MN</i>	<i>2008-2013</i>
	<i>Crown College, St. Bonifacius, MN</i>	<i>2014</i>
	<i>Century College, Maplewood, MN</i>	<i>2015</i>
	<i>-Major: Nursing.</i>	

References Furnished Upon Request