***Shayna R. Stofferahn***

6209 Carver Oaks Drive Apt 214

Fayetteville, NC 28311

Email: shayna\_royal@yahoo.com Cell: (828) 808-8133

**Objective**

Experienced customer service rep with over three years of experience and knowledge in customer service and administrative work looking to obtain a position that will enable me to use my enthusiasm, management skills, attention to detail, and ability to work well with people with an organization that supports professional growth/development and career advancement.

**Summary of Qualifications**

* Highly effective in promoting a positive and productive environment by working alone and as a cooperative team leader
* Strong interpersonal and communication skills
* Strengths in analyzing, researching, organizing, and problem-solving
* Proficient in technology communication including Microsoft Office programs

**Work Experience**

**MI Signal Intelligence Analyst**  2013 - 2016

*U.S. Army*

* Organized, maintained, and reviewed over 1,600 administrative actions and decreased paperwork return for corrections by 50%.
* Provided current information about personnel programs and procedures to employees and administrators.
* Prepared organizational charts, composed official correspondence, and maintained reports ensuring smooth communication flow.
* Entrusted with sensitive satellite communication equipment valued in excess of $15,000 with 0% loss, damage or accident.
* Created and implemented a recording system within the organization to maintain and organize training records which resulted in an increased yearly inspection rate by 52%.
* Directed and supervised foreign and domestic personnel by providing guidance and maintained continuity during transitioning of leadership.

**Server** 2012-2013

*Spartanburg Marriott*

* Developed skills in multi-tasking, time management, leadership and teamwork, which resulted in efficiently providing excellent customer service.
* Directed and supervised training of personnel, which resulted in increased knowledge of sales techniques, guest service expectations and restaurant expectations.
* Managed closing duties, which resulted in reconciliation of the cash drawers.
* Routinely cleaned table linen, table settings, glassware, carpets, and counters that resulted in exceptional organization cleanliness.

**Education and Training**

Methodist University, Bachelor of Forensic Science (In Progress)

Cochise College, Associates of Applied Science Degree – Intelligence Operations Studies (In Progress)

**Special training**

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| --- | --- | --- |
| * SHARP | * Cyber Security | * First Aid Response |
| * Risk Awareness | * Equal Opportunity | * Drug/Alcohol Prevention |
| * Anti-Terrorism | * Defensive Driving | * Resiliency Training |