

Matthew Perez  
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VOLUNTEER FRONT DESK RECEPTIONIST,CANTEEN WORKER

Career Overview

I am a highly enthusiastic,self motivated, skilled and hardworking customer service oriented professional, seeking a position as a costumer service representative in your company in order to contribute my organization, problem solving and strong communication skills to ensure customer satisfaction.

Core Strengths

Strong interpersonal skills

Seasoned in conflict resolution

Creative

problem solver

Courteous demeanor

Energetic work attitude

Telecommunication skills

Typing skills (35 words)

multiple phone handling

Computer skills,Word Perfect POS

Familiar with social sites,Twitter,Apps

Consistently generated additional revenue through skilled sales techniques.

Worked as Museum Attendant,Greeted large crowds of patrons upon entrance and handled all cash and credit transactions.

Assisted customers over the phone regarding store operations, product, promotions and orders.

proficiency in Excel, Microsoft Software.

Volunteered for Red Cross Hurricane Katrina Relief in Baton Rouge,Louisiana,2005 Who's

Who Student Excellence, Baltimore City

Community College,2004 VIP Math Tutoring program for .

Baton Rouge Public Schools, 2008.

Work Experience

Volunteer Front Desk Receptionist,Canteen worker

Mar 2014

to

Nov 2014

Company Name

City

,

State

Greet visitors and register all blood donors upon entry of building

Answer calls and inquiry of blood drive and provide directions information blood donating areas Check ID of all non donor visitors, monitor

security footage.

Assisted in Canteen work by greeting donors after donating blood,engage them in

conversation,monitor

for dizziness,fainting,and weakness

after donating blood.

Maintained up-to-date knowledge of Red Cross donation policies,rules and regulation when

registering new donors

Musician and Choir Director

Apr 2013

to

Sep 2014

Company Name

City

,

State

Direct the choir in the manner of compliments and support the worship agenda for the congregation.

Select appropriate music for Sunday Morning and special religious service that may be called by the Pastor.

Schedule weekly rehearsal for choir in preparation for church performance.

Attend monthly meetings with board members to maximize church and choir membership

Contact.

Supervisor: Y Supervisor's Name: Evie and Dedra Mathews, Supervisor's Phone: 225-3448930).

Volunteer Security and Museum Greeter

Jan 2010

to

Jul 2012

Company Name

City

,

State

Provide a visual security presence in the galleries of artifact collections and the special exhibit.

Make hourly rounds to ensure the safety and preservation of the art and artifacts.

Monitor entrance of visiting patrons while recording hourly activities in a daily log sheet..

Ensure secure conditions are maintained so as to prevent theft/or damage to art objects.

Other duties are to greet visitors, answer questions and provide information and directions

to the different areas of the museum.  
Assist in set up of special events Volunteer supervisor, Barbara Moir.  
Cotton Breeding Lab Technician  
Sep 2006  
to  
Aug 2007  
Company Name  
City  
,  
State  
Prepared and sold broad range of customized merchandise to individuals and commercial accounts.  
Resolved product issues and shared benefits of new technology.  
cotton fiber to repeat the process of treating the seeds.  
Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.  
Dr J Myers, Supervisor's Phone: 225-578-2110).Organists Assistant Choir Leader  
Jan 2005  
  
to  
Jan 2007  
Company Name  
City  
,  
State  
Assist the main choir director in leading worship music for Sunday services and special services.  
Substitute as director for adult and children choir Provide musical accompaniment for choir and congregation.  
Conduct choral weekly rehearsals to perform during services.  
Collaborate with director to organize and select music for Sundays.  
Or special performances, such as Easter and Communion.  
Provide church office personnel with appropriate information to include in church bulletin,  
Contact Supervisor: Yes, Supervisor's Name:  
Roosevelt Pryor, Supervisor's Phone: 225-343-0065).  
Student Anatomy & Physiology Laboratory Technician  
Dec 2003  
to  
Jun 2004  
Company Name  
City  
,  
State  
Process and prepare  
animal tissue sample for student lab  
Worked as a team member performing cashier duties, product assistance and cleaning.  
Promptly responded to general inquiries from members, staff, and clients via mail, e-mail and fax.  
Accurately logged all daily shipping and receiving orders.  
samples from animals for class examinations, and laboratory courses Perform routine laboratory tests using written standard testing  
procedure.  
  
Responsible for routine quality control procedures such as recording temperatures of refrigerators, freezers that stores animal  
specimens Clean up after each lab session by washing, and if necessary, sterilizing tools, equipment, and supplies.  
Maintaining safety in laboratory area, equipment, supplies, and materials.  
Student Chemistry Lab. Technician  
Oct 2002  
to  
Dec 2003  
Company Name  
City  
,  
State  
Took special orders by professor  
to meet the inventory of supplies  
Set up and prepare class demonstrations and experiments.  
Maintain Inventories, order and receive stocks materials, supplies, and equipment for the classes laboratory use.  
Prepare and dispense solutions and chemical materials used for lab classes which include reagents, chemicals, bases, acids and, buffers.  
Prepare unknowns for students to analyze.  
Issues and maintains records on materials loaned to students, instructors, and other departments; issues and maintains records on lockers  
Supervisor's Name: Prof.  
Dr.Fikire, Supervisor's Phone: (410)462-6842).  
Academic Student Academic Advisor  
Sep 2001  
to  
Aug 2003  
Company Name

City  
,  
State  
Interacted with Class instructors to schedule special exams for students  
Advise students regarding information, and academic requirements of a specific course  
program or major.  
Assist students in evaluating academic abilities, setting career goals.  
Prepare advising materials such as student information, and re.  
Light clerical, filing, and entering student data information.  
Contact Supervisor: Yes, Supervisor's Name: Joanna Bagg, Supervisor's Phone: (410)4626024.  
Casino Shift Security  
Apr 1997  
to  
Dec 1999  
Company Name  
City  
,  
State  
Attended local, regional and national trade shows for product development training as  
defined by the  
company  
Greet visitors, monitor and guard against illegal activities, theft and vandalism  
escort gambling hall money during transport from Gaming pit to  
scheduled destination.  
Follow the guidelines to effectively perform functions of the job.  
Respond to emergencies as needed by notifying local police and supervisor.  
Record security log on daily activities, coverage of assigned area as well as parking.  
Answer incoming calls,direct caller to appropriate persons  
Temporary Security Gallery Attendant  
Apr 1993  
to  
Sep 1993  
Company Name  
  
City  
,  
State  
Patrol assigned galleries at the beginning and end of shift to maintain for complete  
inspection of the artifacts, collection on premises.  
Report to supervisors of any suspicious activities or medical emergencies.  
Greet Patrons and provide general information to visitors about the museum, such as  
operating hours, special events and exhibits,as well  
public facilities.  
Ensure visitors safe and pleasant experience.  
Check exhibits and displays and report if they are any displacement or damage.  
Worked also as a team member performing cashier duties, product assistance and  
cleaning.Front Desk Security  
Mar 1989  
to  
Jun 1991  
Company Name  
City  
,  
State  
Front Desk Security  
Greet visitors,check ID,have visitors sign in,issue temporary visitor passes and valid parking  
passes.  
Monitoring entrance and, checking visitors, and employee's identification, inspect packages  
as well as sign for deliveries  
Watch for and  
report irregularities such as fire hazards, leaking pipes and if any Security doors are  
unlocked.  
Patrol areas periodically, examine windows, doors and gates to determine if area is secure  
Follow guidelines and appropriate procedures as  
specified in Security Handbook.  
Educational Background  
Bachelor's Degree  
,  
  
History International Studies  
2008  
Louisiana State University  
City  
,  
State  
,  
US  
GPA:  
GPA: 3.0  
12 Semester Hours History International Studies GPA: 3.0 Analytical Mathematic course  
that focus on Analyzing differentiation, integration and  
analytical functions.

Relevant for analyzing and problem solving for Laboratory work.  
Geology Science and Lab course on Metric systems, Earth interiors, crustal Formations,  
Earthquake, and Volcanoes.  
Associate Degree

,  
General Studies  
2004  
Baltimore City Community College  
City

,  
State

,  
US  
GPA:  
GPA: 3.2

12 Semester Hours General Studies GPA: 3.2 Relevant Coursework, License and  
Certifications:  
Organic Chemistry Course and Chemistry Laboratory  
Statistical Mathematics and Algebra.

Personal Interests

Skills  
Customer service, art, clerical, doors, special events, filing, focus, French, L, machinery,  
director, materials, Mathematics, money, office, windows,  
personnel,  
problem solving, quality control, Read, recording, research, safety, cash handling

Activities

Art, painting, Illustration  
Composing and playing music; Piano  
Volunteer community events  
mentoring and tutoring math to Elementary school students  
Interior designing, study architecture, historic homes