

Michael Hicks

635 North Russet Street
Portland, Oregon 97217

mchic07@gmail.com
(503) 887-3849

SUMMARY:

- Experience in providing excellent customer service.
- Experience in managing multiple tasks and priorities.
- Proficient with Microsoft Office, Windows and Apple Macintosh platforms.

EDUCATION:

Bachelor of Science in Sociology, Minor in Business Administration
University of Oregon, Eugene, Oregon, June 2011

WORK EXPERIENCE:

LifeWorks Northwest; July 2011-Present

Office Support Specialist II

- Provided clerical and data-entry support for up to 30 mental health and addiction clinicians, managers and licensed medical providers in a fast-paced outpatient clinic.
- Maintained and updated confidential client records on electronic medical records.
- Carried out front office support tasks including greeting clients and the public, forwarding incoming calls to appropriate contacts, collecting fees and scheduling appointments.

American English Institute, University of Oregon; June 2010 – June 2011

Tutor, Conversation Partner

- Assisted international students with mastering the English language in both 1:1 tutoring sessions and in oral skills classes of up to 15 students.
- Communicated effectively with international students and teachers with various degrees of English proficiency.
- Participated as an Activity Coordinator for orientation activities and field trips.

The Dining Room, Food for Lane County; June 2010 -August 2010

Family Dinner Program Administrative Intern

- Updated and filed confidential registration data based on the diner's consumers.
- Assisted in collecting registration data from new consumers coming to visit the diner.
- Participated on the dining room floor alongside local volunteers and paid staff serving up to 300 consumers a night.

University Housing, University of Oregon; September 2008 – June 2011

Resident Assistant

- Managed a university residence hall consisting of up to 70 ethnically diverse university students ranging from college freshmen to graduate students.
- Counseled students on various personal and academic issues.
- Spearheaded campus programs to promote social, diversity, academic and wellness initiatives.

Oregon Zoo; April 2006 – March 2011

Guest Services Lead Worker

- Utilized customer service skills through direct interactions with customers.
- Promoted to the Lead Worker position in August 2008 as a result of my excellent customer service skills, work experience and setting positive work examples for other employees.
- Supervised 5-15 employees, opening and closing of zoo restaurants, and helped train new employees on job duties.