**Jody Pedersen**

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**Qualification Summary**

I have over 10 years of experience in fast paced businesses that demanded strong organizational, technical, and interpersonal skills. While working in the manufacture of electronic semi-conductors, I dealt with warehouse supply and requisition. I have also worked were attention to detail and quality control was a must. I have 8 years of experience in the home improvement business as a cashier, processor of sales (5,000+ per month), support/trainer of new employees, and customer service liaison. I received awards in Best Metrics in Customer Transactions and a Homer in customer service. I hold a National Career Readiness Certificate.

**Skills** Requisitions/Supplies Quality Control Sales Processor

Staff Support/Trainer Customer Service Liaison

**Experience Highlights**

***Manufacturing***  **\*\*\***I specialized in requisitioning materials and set-up of the initial line assembly steps which required a fast-paced processing of semi-conductors. This was critical because if contaminants or errors occurred, the entire lot was defective. My quality control rate was 99%.

***Customer Service* \*\*\***I have received awards in completing transactions rapidly and for the best customer service.

***Supervision* \*\*\***I have been involved in supporting and training new employees in customer service sales processing, and semi-conductor manufacturing areas.

***Employment History*** 2011 Safeway Gresham, OR Baker 2010 U.S. Census Bureau Portland, OR Census Enumerator 2009 Fuji Film Gresham, OR Processing and Packaging Orders 2009 Pella Vinyl Corporation Portland, OR Manufacture/Assembly 2000-2009 Home Depot Troutdale, OR Cashier 1997-1999 International Rectifier Temecula, CA Production Worker

**Education and Training** National Guard Advanced Individual Training (98.5%) Aberdeen, MD Clark Community College Culinary Arts (3.85 g.p.a.) Vancouver, WA David Douglas High School Portland, OR

**Community Involvement** Member of Grace Community Church Volunteer at Gresham Community Garden