Thomas Lawrence Bouffard

1539 N. Webster St.

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503-806-2600

[thomasbouffard@comcast.net](mailto:thomasbouffard@comcast.net)

To whom it may concern,

I am currently looking for work in the customer service, administration, and the CAD drafting fields. I have recently completed a seasonal assignment providing customer service support for a school uniform manufacturing and retail company. Prior to this assignment, I ran my own architectural and engineering design and drafting service which I began in 1999. In the 10+ years of running my own small business as a design professional I have developed the very skills that would make me a valuable addition to any business office. My daily direct dealings with my clients as well as with architectural, engineering and construction professionals has given me a strong set of interpersonal skills and a professional demeanor. The fact that I was self employed and thus the sole individual responsible for providing my services in a timely manner and on budget has made me a very disciplined and resourceful worker. I am proficient in using the Microsoft Office Suite in a business environment as well as AutoCAD drafting software through the 2010 version. I am a quick study and a self-motivated learner. I look forward to the opportunity to speak with you further on how I would be a valuable addition to your company.

Thank You,

Thomas L Bouffard

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**Position**

**Objective**

To obtain a position in customer service and business administration fields

**Work Experience**

Customer Service

June 30, 2010 to November 1, 2010

* Provided customer service for Dennis Uniform Manufacturing Company at their national customer service phone center where I processed new orders and answered customer’s inquiries regarding their existing orders.

Self-Employed Designer / Drafter

March 1999 to present

* Provided structural and architectural design and drafting services to engineering and architectural firms, property owners, and private developers. Projects ranged from small residential remodels to commercial and large industrial projects.

I’d be happy to provide a project summary list on request.

**Skills**

* 11 years of Autodesk AutoCAD experience through version 2008
* MS Word, Excel, Outlook
* Typing and Computer Data Entry
* Phone customer service

**Education**

1997 Bachelor of Arts Degree in English Literature

Indiana University of Pennsylvania

Indiana, PA

**References**

Please See Attached

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**References**

Elizabeth Bouffard, National Customer Service Manager

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