**Adrienne Snaples**

4601 SE 39th Avenue Apt# 203

Portland, OR. 97202

503-719-1693                                                                     [ajms84@yahoo.com](mailto:ajms84@yahoo.com)

**Objective:** To contribute to the success of an organization that can use a hardworking, creative young professional, with extensive customer service experience, strong knowledge of clerical and administrative tasks, computer operation skills, as well as excellent organizational and time-management skills.

**Special Skills and Training:** Through training and experience, am familiar with computer applications, office equipment and procedures, and administrative operations including the following:Proficient in using Microsoft Word and company specific software programs: working knowledge of Excel, Operate machinery such as; computers, Copiers, multiline phones, and fax machines.

**Professional Experience:**

RichSmith Development- North Little Rock, Arkansas

2011-2013 Receptionist

* Answer multiline phones for over 20 companies, screen and direct calls, take and relay messages also provide information to callers.
* Greet persons entering organization and direct persons to correct destination.
* Ensures knowledge of staff movements in and out of organization.
* Provide information about establishment, such as location of departments or offices, employees within the organization, or services provided.
* General administrative and clerical support.
* Receive and sort mail and deliveries.
* Maintains safe and clean reception area by complying with procedures, rules, and regulations.

Spirit Halloween Superstore- Walnut Creek, California

2009

* Took care of customers both on the phone and in person answered questions and assisted in the selection and purchase of merchandise.
* Performed stock duties, merchandising new product and straightening displays in my assigned area of the store as well as creating displays.
* Rang customers’ purchases, operating cash register and credit card verification system.

Crowne Plaza Hotel – Concord, California

2007-2009            Customer Service Representative

         Interacted with clients at appointment check-in and departure.

         Answered multiline phones and transferred calls to the appropriate individuals, division, or department, as well as taking messages for the staff.

         Answer question regarding status of various accounts and attend to the problems or complaints from customer in person, on the phone, or by written correspondence.

         Set up and maintain various files, records, and registers.

         Explain policies, regulations and rate structure.

         Complete a variety of forms and prepare account summaries and reports, as well as filing form and records.

         Open and close accounts, posting payments to proper accounts, process adjustments and refunds.

Holiday Inn – Concord, California

2005-2007           Customer Service Representative

         Interacted with clients at appointment check-in and departure.

         Answered multiline phones and transferred calls to the appropriate individuals, division, or department, as well as taking messages for the staff.

         Answer question regarding status of various accounts and attend to the problems or complaints from customer in person, on the phone, or by written correspondence.

         Set up and maintain various files, records, and registers.

         Explain policies, regulations and rate structure.

         Complete a variety of forms and prepare account summaries and reports, as well as filing form and records.

         Open and close accounts, posting payments to proper accounts, process adjustments and refunds.

Chili’s Bar & Grill- Concord, California

* Customer service responsibilities, including greeting customers at main entrance, showing them to tables, presenting menus and specials for the day, assisting customer in selection of items, placing orders in kitchen and assembling food orders.
* Cleaning my section at the end of each shift, preparing silverware and condiments.
* Answering food preparation questions, offering cocktails, identifying diners’ special dietary needs and requests, noting timing of meal progression.
* Prepared itemized bills, handled cash, change and credit card payments.

**Education:** Graduate of Morrilton High School, Morrilton, AR. 2002; One year of general education at Pulaski Technical College, North Little Rock, AR. 2004

**Personal:** Am a highly skilled organizer and achievement oriented young professional. Work well with others, and can be counted on for my loyalty and honesty.

**References**

**Business:**

Linda Shamlin-My previous supervisor when I worked at RichSmith Development.

(501)758-0050

Danyel Fetterly- My previous supervisor when I worked at the Holiday Inn Hotel.

(925)827-2000

Nikki O’Callaghan- My previous manager when I worked at Spirit Halloween Superstore.

(925)209-3818

**Personal:**

Meagan Burger; we have been close friends for 6 years.

(925)360-8884

Travis Massa- We have been close friends for 10 years.

(501)912-0670

Amy Eyestone- Has been a close personal friend of the family and is a mentor to me.

(501)977-3796