**Erin Green**

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**Professional Experience**

**Akron Summit County Public Library 2008 – 2013**

*Public Service Assistant, Akron, OH*

* Collaborated with departments to locate materials and place orders
* Coordinated incoming and outgoing materials and processed patron checkouts/returns
* Accepted fees regarding late materials and arranged payment plan options
* Answered calls regarding account queries and material renewals

**American Red Cross 2007 – 2008**

*Community Education Member, Akron, OH*

* Conducted CPR, first aid, AED, and babysitter’s training courses
* Processed departmental certifications for instructors and participants
* Executed office administrative duties and assisted in logistical processing of client orders
* Point of contact for instructor and client issues

**Angel Falls Coffee Company 2005 – 2007**

*Barista, Akron, OH*

* Assisted customers and prepared products in a café environment
* Coordinated seasonal events sponsored by the coffee house
* Reconciled credit card transactions and processed nightly deposits
* Created displays and redesigned floor plan to promote sales

**EDUCATION**

BA, English, University of Akron **December, 2012**

**Professional Skills**

**Communication** – Possess strong verbal skills on multiple demographic levels as well

as listening and comprehensive techniques pertaining to customer

service

**Problem Solving** – Ability to sustain high volumes of service while sustaining

discrepancies within customer satifatction

**Team Player** – Enhance group environments while exerting healthy balances of

professional interaction

**Planning and Organization** – Maintain an orderly work environment that satiates the needs

of customers and colleagues as well as the organization

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