

## **Doreen Monroe**

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## **Objective**

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- To find a job with good growth potential.

## **Skills**

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- Many years of experience in the customer service field.

## **Experience**

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Battiston's	441 west middle turnpike, Manchester
counter/customer service	June, 2005 to March, 2010

- The taking and giving of orders. Making sure the orders were done when the customer requested. Handling and issues the customer may have with the orders. Opening and closing of my register and the closing of the store.

Integrated Process Tech	10 Columbus Blvd, Hartford
Emergency Team/Customer Service	Jan, 1998 to Aug 2004

- I worked on the Emergency Team. I would receive calls from our clients regarding maintenance issue and dispatch a tech to address the issue. For example a car running into the building I would dispatch a tech to make sure the building was secure. Then dispatch techs for various clean up jobs. I would follow up with the manager to make sure the jobs were done to their satisfaction.

Shuttle America	Windsor Locks CT
Customer Service/Reservations	Oct, 1997 to Jan, 1998

- Receiving incoming calls for reservations. Finding alternate flights or transportation when there was a cancellation due to weather.

Stop & Shop

Manchester, CT

Head Cashier

July, 1992 to Sept, 1997

- Opening and closing of cash drawers. In charge of 6 to 8 cashiers.  
Scheduling breaks and helping customers with any problems

## **Education**

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East Windsor High

Rte 5 East Windsor

General Business

- Took General Business Courses

Computer Processing Inst.

East Hartford CT

Data Entry

Sept, 1979 to April, 1980

- Certificate in Data Entry