Tracey Mitchell

26 Masarik Avenue, Stratford, CT 06615

[**mitchell.tracey@att.net**](mailto:mitchell.tracey@att.net)203-378-2229

**Skills**

Excellent oral and written communication skills with good listening skills.

Professional phone etiquette. Call center experience. Customer service experience.

Strong data entry skills (60 WPM-Word, Excel, and Access). Ability to work in a team environment.

**Employment**

Security Officer, Securitas – Bridgeport, CT, February, 2011 to October 2011.

Securing and monitoring entrances and exits to buildings and property, patrolling buildings and grounds and notifying appropriate personnel when problems and life safety threats arise, completing logs and basic reports, responding to routine inquiries from staff, students and visitors, maintaining communications with appropriate personnel utilizing equipment such as two-way radios and telephones.

Unemployed, August 2010-February 2011.

Receptionist, Champion Windows - Atlanta, GA, April 2010 to August 2010.

Provided office support, provided customer service, and scheduled appointments for the sales department, repairs, and installs via ACCESS software.

Unemployed, January 2010 to April 2010.

Communications Officer, City of Morrow - Morrow, GA, October 2009 to January 2010.

Answered, received and prioritized emergency and non-emergency calls and complaints from the public concerning crimes, fires and emergencies. GCIC/Collect certified.

Unemployed, August 2009 to October 2009.

911 Telecommunicator Operator, City of Bridgeport - Bridgeport, CT, October 2006 to August 2009. Answered, received and prioritized emergency and non-emergency calls and complaints from the public concerning crimes, fires and emergencies. NCIC/Collect certified.

Unemployed, May 2006 to October 2006.

Customer Service Representative, Cablevision-Stratford, CT, July 2005 to May 2006

Provided customer service at Stratford’s inbound call center, scheduled appointments for repairs and installs.

**Education**

Enrolled-Forensic Accounting

Post University - Waterbury, CT

2011 to 2012.

AS in Criminal Justice

University of New Haven - West Haven, CT

1997 to 2004.

AS in Professional Secretarial Science

Housatonic Community College - Bridgeport, CT 1989 to 1995.