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| ***Anthony C. Pennant*** | **Customer Service /Administrative** |
| 49-51 C5 Spring Street • Hartford, CT 06105  (860) 818-9104 • pennant.ant19@yahoo.com |

***Customer-focused and goal-oriented professional with demonstrated ability to work well on a***

***team, but also, independently with minimal supervision. Eager to take on new challenges and responsibilities with strong desire to contribute to organizational and operational success.***

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| ***Certifications*** | ***Specific Skill Set*** |

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| • Word, Excel, PowerPoint | • A/P and A/R | • Simulated Bank-Teller Trained |
| • Banking Fundamentals | • Bookkeeping | • Financial Literacy Coursework |
| • Customer Service & Leadership | • Payroll | • Quick Study |
| • OSHA General Safety, CPR, and First Aid | • Banking Ethics | • Hardworking |

***Experience***

**Office Assistant,** Governor Prevention, Hartford, CT(2011)

Supported office during 6-week internship. Created excel spreadsheets to track inventory. Received and organized office supplies. Reorganized entire in-house mail system to provide accurate receipt. Revamped supply closet for all office supplies for easier staff access.

* In final evaluation by supervisor, praised for “professionalism” and the “ability to learn new tasks quickly and act on them in a timely manner.”
* Acknowledged by staff and upper management for effectively following policies and procedures, and leadership directives at appropriate times.

**Home Improvement Specialist**, independent contractor, Kingston, Jamaica (2008-2009)

Before relocating to the United States, after school, on weekends, and during summer months, worked with various contractors. Performed light updating and renovations to both commercial and residential properties. Operated forklifts, jack hammers, and construction tools.

* Built strong core of repeat customers due to competitive prices, excellent customer service and follow-up, and completing projects within tight deadlines.
* Regularly called by contractors for extra work due to dependability, reliability, and quality work.

***Education***

**Goodwin College**, East Hartford, CT (2011-Present)

* Attended Summer Bridge Academic Program. Earned 6 credits. Plan to enroll part-time and work toward a Bachelor of Business degree.

**Hartford Job Corps Academy**, Hartford, CT (2011)

* Insurance and Financial Services Certification

**Urban League of Greater Hartford**, Hartford, CT (2009)

* General Equivalency Development Diploma

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