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| **AUBREY A. TAYLOR**  579 Main St  Apt 1 Floor  Tel: 413-455-3518  Email: aubreyataylor@yahoo.com | |
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| **OBJECTIVE** | |
|  | To work in a challenging and stimulating environment with opportunity to use my current experience and to enrich my knowledge and enhance my experience. |
| **WORK HISTORY**  *Aug 2011* **Full-Time Parent** *to Present* | |
| *Nov 2009 to Aug 2011* | **Manager/Team Leader**  *Pride Corporation Springfield, MA*   Provided support to the company in the form of supervising product inventory, the conduct and needs of employees, as well as the profitability of the store, over all.   * Promoted through the ranks in a year’s time. * Maintained a good, healthy work environment. * Kept a cool, confident head and good customer relations. |
| *Feb 2009 to Nov 2009* | **Iron Worker**  *L+J Linen Services Springfield, MA*   Laundered, dried, and ironed commercial accounts' linens. |
| *Apr 2007 to Aug 2008* | **Sales Associate**  *Stripes, LLC Port Aransas, TX*   Performed product inventory; promotion of sales through friendly, fast customer service; and maintained a cleanly storefront.   * Given assistant manager responsibility as a cashier. * Performed extra duties in a timely, efficient manner. |
| *Apr 2007 to Jul 2007* | **Bookkeeper/Front Desk Clerk.**  *Aransas Princess Port Aransas, TX*   Provided guest check-in and -out procedures; ensured compliance of all safety and security regulations; responsibility for all ledgers and bank deposits; and provided happy, clean front desk environment.   * Excellent oral and written communication skills. * High capability in handling cash transactions. * Experienced in DOS-based and Windows-based programming. |
| *Dec 2006 to Apr 2007* | **Secretary/Mentor.**  *Mentor Center @ STCC Springfield, MA*   Oversaw the daily activities of the office: took dictation; handled the day-to-day details of the head of the Mentor Center; wrote correspondence in the name of the Mentor Center; assisted students with personal and scholastic problems and organized awareness days as well as charity events with the help of the other mentors in the organization.   * Organized, arranged and catalogued the paperwork of the administration of the Mentor Center. * Kept a detailed work log/calendar of events. * Developed innovative ideas for the distribution of information and charitable contributions. |
| *Aug 2006 to Dec 2006* | **Telecommunications Operator.**  *Mass Relay. Holyoke, MA.*   Handled a high influx of inbound calls within a high traffic volume call center; maintained a calm, professional voice at all times; responded to all inquiries properly and appropriately; utilized all support applications available when necessary.   * Learned the difference in equipment necessary for the hearing impaired. * Provided a friendly voice for those receiving telephone calls. * Efficiently explained the ins and outs of the Mass Relay operating system to all who had not had experience with the system. |
| **EDUCATION** | |
| *Sep 2006 to Apr 2007* | **S.T.C.C.**  *Springfield, MA History program.*   Entry level into historical program. |
| *Sep 2001 to May 2002* | **S.T.C.C.**  *Springfield, MA. General education.*   Entry level to achieve the completion of general education requirements. |
| **SOFTWARE/SYSTEM SKILLS** | |
|  | * Type over 90/WPM. * Microsoft Office and its components. * Microsoft Works. * Microsoft Powerpoint. * The Internet. * Windows-based programming. * DOS-based programming. |
| **REFERENCES** | |
|  | Jennifer Norman County Telecommunications Operation Rockport County/Tri-County 714 E. Concho Street Rockport, TX 78383 (361) 249-8155  Gisele Nascimento Store Manager Pride, LLC 1225 Parker Street Springfield, MA 01129 (413) 783-9082  Leslie Barrows Assistant Manager Stripes, LLC 3501 HWY 361 Port Aransas, TX 78373 (361) 749-4537 |