Shannon Collier*•*157 Greenwood Street New Haven, CT 06511*•* Cellular Phone (203) 285-0311*•* Email SCollier828@yahoo.com

OBJECTIVE: To obtain a position with a company where I can use my talents and compassion for helping others.

SUMMARY: An enthusiastic, detail oriented Front Desk Receptionist/ Customer service Rep. Excellent communicator, both verbal and written. Able to work well as a team or independently. Possess excellent customer service skills and ability to resolve issues to customer’s satisfaction. Knowledge of all Microsoft Office tools and the Internet.

WORK EXPERIENCE

**Sarah Tuxis Residential Services Agency,** Guilford, CT 11/2010-Present

*Direct Support Professional*

* Light cleaning
* Filing paperwork, light office duties
* Assisting residents with activities of daily living such as showering, eating and rang of motion exercises.

**The Mary Wade Home,** New Haven, CT 05/2010-10/2010

*Certified Nurse’s Assistant*

* Assists residents with activities of daily living
* Assisted with eating, Range of Motion/ exercise, dressing and recreational activities
* Light cleaning
* Documented resident’s daily mental and physical state

**Simone Taylor**, New Haven, CT 06/2009-06/2010

*Day Care Provider*

* Prepared meals and snacks
* Visited local Parks
* Tutored older children
* Transported Children to After School Activities

**Edge of the Woods,** New Haven, CT 09/2005- 07/2009

*Cashier*

* Audited damaged items
* Trained new employees
* Answered high volume phones
* Stock shelves
* Open and closed the store
* Prepared and made food and drinks

**Lowes**, New Haven, CT 05/2008-09/2008

*Customer Service Associate*

* Processed credit cards applications
* Open and closed the store
* Audited damaged out items
* Made sales and returns
* Assisted in sales and rentals of equipment
* Answered high volume phones

EDUCATION

Hampton University, Hampton, VA 01/2007-5/2008

*Nursing*

Mark T Sheehan High School, Wallingford, CT 08/2002-06/2006

*General Studies*

 SKILLS

\* Typing \* Public Speaking

\* Copying \* Filing

\* Tutoring \* Facsimile

\* Cashier \* Day Care Provider

REFRENCES UPON REQUEST