Mary A. Ferguson

6 Woodlawn St. [ferguson.mary82985@gmail.com](mailto:ferguson.mary82985@gmail.com) Cell: 413-210-3730

Springfield, MA 01108

Objective

To obtain a position utilizing my customer service skills.

Related Skills

Typing Business Math Business English

Microsoft Windows 2000 Microsoft Word 2000 Microsoft Excel 2000

Customer Service skills Cash handling MS-Office Tools

Communication skills People oriented Organization skills

Problem solver Copying, Faxing Filing, Data entry

Education and Training

**CITY HALL**

Springfield, MA 8/17/2009 to 8/21/2009

Practicum

Duties included data entry, copying

**GANDARA**

Springfield, MA 7/21/2009 to 8/14/2009

Internship, Criminal Justice Department

Duties included data entry, copying, faxing, answering phones, communicating with clients, intakes, filing, typing, scheduling appointments, etc…

**MASSACHUSETTS CAREER DEVELOPMENT INSTITUTE**

Springfield, MA 3/5/2009 to 8/24/2009

Customer Service Certificate

Training included typing, word, excel, business math, business English, MS-Office Tools, dealing with irate customers, answering phones, basic customer service skills

**Y. P. PROGRAM**

Springfield, MA

High School Equivalency Diploma (GED)

Professional Experiences

**MASS MUTUAL**

Springfield, MA 12/2009 to 08/2010

Data Management

Responsibilities were filing, editing, pulling files, etc…

**MONASTARY HEIGHTS**

West Springfield, MA 01/2007 to 09/2007

Housekeeper

Responsibilities were cleaning rooms and the nursing home itself

**Mc DONALDS**

Springfield, MA 12/2005 to 09/2006

Cashier

Responsibilities were customer service, cashiering, and cleaning the equipment

**STOP -N- SHOP**

West Springfield, MA 09/2003 to 06/2005

Cashier

Responsibilities were customer service, cashiering, and helping in the other departments

**KFC**

West Springfield, MA 10/2002 to 08/2003

Cashier

Responsibilities were customer service, cashiering, and preparing food