**WHITNEY HARRIS-DUDLEY** 1607 Main Street Apartment 221A, Springfield, MA 01103

[wdudley121@gmail.com](mailto:WDudley121@gmail.com) (413) 439-3375

**OBJECTIVE**

To obtain a position within an **Office or Clerical / Administrative field** where I can utilize my skills and experience to benefit a company and where there is an opportunity for future growth.

**SKILLS**

* Excellent Customer Service, Interpersonal and Communication Skills
* Extensive experience working in Customer Service and Administrative Assistance positions.
* Exceptional Computer Skills, Administrative Skills, advanced skills in Microsoft Office Suite (versions 2003-2007).
* Knowledge of general office skills including: multi-line telephone system copying, faxing, scanning, filing and data entry.
* Skilled in problem solving, multi-tasking and decision-making.
* Hard working, dependable team player who learns quickly and consistently produces quality work.
* Able to manage time effectively to meet deadlines, working in a fast paced environment, while establishing customer loyalty and positive working relationships.
* Detail-oriented, organized and always willing to put forth the effort required to achieve superior results.

**EDUCATION**

Bay Path College, East Longmeadow, MA 09/2010 – Present

**Enrolled in Bachelor’s Degree Program in Early Childhood Education***Currently on the Dean’s List*

Morgan State University, Baltimore, MD 08/2009 – 12/2010

**Enrolled in Bachelor Degree Program in Elementary Education**

West Mecklenburg High School, Charlotte, NC 08/2007 – 06/2009

**High School Diploma**

*Member of the National Honor Society and National Society of High School Scholars*

**EXPERIENCE**

Springfield Girls Club / Family Center, Springfield, MA 06/2010 – Present

**After School Development Coordinator**, *08/2010 – Present*

* Assist youth in after school program with tutoring and counseling.
* Assist in developing daily plans and activities.

**Camp Counselor** (Summer), *06/2010 – 08/2010*

* Responsible for school aged children and youth who attended summer camp programs.
* Developed and implemented weekly lesson plans and activities.

Innovation Group, Springfield, MA 05/2010 – 06/2010

**Customer Service Representative (Temporary)**

* Providing customer assistance, answering questions and concerns.
* Answering and directing phone calls to appropriate parties.
* Filing personal and business claims. Evaluation of customer satisfaction.

Ayrsley Grand Cinemas 14, Charlotte, NC 02/2008 – 08/2009

**Greeter/Lobby Attendant**

* Providing customer service. Greeting and directing customers/visitors to desired locations.
* Operating cash register and handling money transactions.

Blair Capital Investments, Charlotte, NC 07/2007 – 02/2008

**Administrative Assistant**

* Performing general office duties including maintaining records and basic bookkeeping.
* Preparing and organizing financial statements and records.
* Filing and retrieving documents, records and reports.

Picture That LLC-Art Gallery/Firm, Stamford, CT 09/2006 – 01/2007

**Intern**

* Scheduling meetings and events. Arranging meetings and collaborative projects.
* Managing gallery website. Updating database of art inventory.