MELISSA ST. PIERRE  
  
  
126 Union Street, B-8, A-9, Westfield, MA 01085 (413) 579-5615  
  
  
OBJECTIVE: To obtain an Administrative Assistant/Office Support position in  
Western Massachusetts with opportunities for growth.

EDUCATION:

Holyoke Community College, Jump Start Certificate Program, Holyoke, MA   
November 2002

Completed the requirements of the full-time, 560-hour Certificate  
Program,   
which included a minimum of 80% academic success and 85% attendance   
requirements. The Program is a combination of academic training in  
Reading   
for Comprehension, Writing for the Workplace, Mathematics, Life Skills  
and   
Work Skills Seminars, and World of Work Seminars. Received specialized   
training in:

Computer Skills: Introduction to Personal Computers,  
Keyboarding,   
Microsoft Windows, and Microsoft Office 2000, concentrating on Microsoft

Word (approximately 135 hours).

Customer Service Skills: Through a national Customer Service   
Trainer, received approximately 50 hours of training in dealing  
effectively with external and internal customers.

Business Communications: Approximately 65 hours training in   
English grammar and Business correspondence.

EXPERIENCE:

Administrative Assistant November 2009 - February 2011

Mass Mutual, Enfield, CT

. Assisted coworkers with customer accounts

. Solved customer account problems in a timely manner

. Monitored emails regarding customer accounts

. Answered multi-line phone

Customer Service Representative February 2003-August 2009  
  
The Republican Company, Springfield, MA  
  
. Answered phones in a friendly and efficient manner  
  
. Solved customer account problems in a timely manner  
  
. Entered account information quickly and efficiently  
  
. Assisted coworkers with customer accounts  
  
OTHER SKILLS:  
  
. Typing: 73 wpm