**Crystal Phelps**

575 County Road crystalphelps@yahoo.com

Torrington, CT 06790 (860) 866-6470

**CAREER OBJECTIVE**

To obtain an externship that enables me to utilize my education, customer service skills, diversified training, strong typing skill of 70 WPM, and varied work experience.

**EDUCATION**

**Branford Hall Career Institute, Southington, CT JUNE 2011-PRESENT**

*Paralegal Program*

Cumulative GPA: 3.98

**COMPLETED COURSEWORK**

* *Commercial Law—*focused on the study of laws of contracts as well as the Uniform Commercial Code. Hands on training by constructing contracts.
* *Legal Research—*hands on course that provided me with research skills required for working in the legal environment. Looked up cases and briefed them. Attended the Hartford Superior Court and the Hartford Law Library.
* *Wills, Trusts & Estates—*drafted,reviewed, and executed a valid will.
* *Tort Law—*course acquainted me with the law of torts
* *Bankruptcy Law—*learned about bankruptcy law and procedure. Hands on included drafting a bankruptcy petition.
* *Advanced Topics in Law—*studies included learning administrative law, workman’s compensation and immigration by looking at case studies and briefing them.
* *Criminal Law—*was a course that focused on an introduction and understanding of criminal laws and procedures.
* *Excel—*course included advanced applications in chart production.

**OFFICE EXPERIENCE**

**DayJams, Litchfield, CT JAN 2008-JUNE 2011**

*Customer Service/Marketing Coordinator*

Answered questions and took care of customer complaints. Tabulated detailed records of sales through excel. Arranged advertising through both web and print. Found prospective locations to hold the camp by investigating schools. Interact and delegate information to the Directors who ran the camp. Conducted surveys, analyzed results, and assisted in a detailed reporting for evaluating the camps progress. Updated and adjusted the website when as needed.

**Ellcott Manufacturing, Vernon, CT APRIL 1996-MAY 1998**

*Administrative Assistant*

Answered phones and directed calls. Typed orders and followed up to assure timely deliveries. Maintain records through Excel/Vantage.

**Crystal Phelps**

Experience continued

**Flexel/Robert Williams, Glastonbury, CT MARCH 1994-APRIL 1996**

*Customer Service Clerk*

Answered phones and directed calls. Ran reports necessary for bookkeeping with other office duties of typing, filing, and faxing. Inventory maintenance through Excel. Input payroll through in house system. Maintain records through Lotus for Windows.

**SNET, Hartford, CT SEPT 1983-JUNE 1993**

*Business Customer Service Representative, 1987-1993*

*Customer Clerk, 1985-1987*

*Service Order Clerk, 1983-1985*

**RESTAURANT SERVICE INDUSTRY**

**La Trattoria, Canton, CT** **MAY 2011-PRESENT**

*Wait staff*

Take guests orders, maintained a clean work environment, and make sure the guests have an enjoyable dining experience by providing excellent service.

**Margaritas Restaurant, Canton, CT MAY 1998-JAN 2010**

*Manager, Wait staff*

Monitor training and staffing levels. Ensured outstanding service and food quality is provided to all guests. Evaluate restaurant for general cleanliness, proper table and bar set up. Handled any complaints and communicate with guests to ensure efficient service is provided.