**Mea Freeman**  
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**Objective:**

To obtain a challenging position that will enable me to utilize and expand my skills in both the Health Care and Customer Service arenas. My goal at this future company is to work hard, be successful and contribute to the overall growth of the organization.

**Experience:**

***Saint Joseph College****West Hartford, CT*

*December 2011 – Present  
IT Helpdesk Coordinator*

Respond to requests for technical assistance via phone, electronically or face to face  
Reset passwords for faculty, staff and students  
Process work orders through TrackIt Computer Program  
roubleshooting software issues  
Follow standard help desk procedures  
Track and route problems/requests and document resolutions

*September 2010 – Present  
Career Guidance Office Assistant*

    Answer phones and respond to customer requests in a timely and efficient manner

Assist Career Counselors with scheduling appointments for students  
Maintain student data via Microsoft Access and Nacelink post jobs for thousands of students   
Assist with updating and composing department newsletters  
Coordinate and organize set-up for various Campus Programs

***Edible Arrangements International****Wallingford, CT  
December 2010 – August 2011  
Customer Service Representative*

   Answered phones and responded to customer requests using CISCO phone systems  
   Sold products and placed customer orders in computer system  
   Provided customer with product and service information  
Identified, researched, and resolved customer issues using the computer system  
Completed call logs and reports  
Researched billing issues  
Maintained customer database  
Recommended process improvements to management  
  Other duties as assigned

***Yale New Haven Hospital****New Haven, CT   
July 2010 – August 2010  
Food and Nutrition Ambassador*

Was responsible for reading tickets requested from patients  
Set up trays with food, beverages and snacks according to patients' specific diet   
Responsible for being aware of potential food allergies   
Memorized each item on the menu for accuracy and efficiency  
Scanned each ticket to verify that the order was filled according to patients' requests  
Responsible for maintaining and recording inventory of all food and beverages  
Wrapped and store food f or future use  
Maintained a sanitary environment with constant washing of hands and equipment by abiding by the OSHA   
 laws  
Provided proper sanitation by sterilizing all utensils used, swept and mopped floors   
Followed company policies and procedures  
Worked on my feet for prolonged periods of time  
Assisted co-workers with various patients orders and other tasks requested by managers

***Pine Valley Golf Course****Southington, CT  
June 2009- June 2010  
Banquet Server*

• Greeted customers with professionalism  
 Verified reservations for guests and seating arrangements  
 Decorated rooms and tables according to the theme of the event  
 Memorized the menus for each event  
 Assembled and prepared food under chef’s direction  
 Responsible for making sure each individual had the correct plate to prevent food allergies  
 Supported and assisted colleagues with carrying food to each customers  
 Lifted, pushed and carried up to 20 lbs  
 Worked in a fast paced, team environment   
Established a good rapport with customers for the company’s benefit as well as my own

***Coccomo Rehabilitation Center****Meriden, CT  
January – June 2009  
Activity Assistant*

 Worked closely with a Registered Dietitian and other medical professionals within the facility to ensure each   
 patient was receiving proper nourishment, according to their medical needs  
 Transported patients back and forth to his/her room with wheelchairs and helped the patients walk on their   
 own  
 Frequently visited each resident privately in his/her room, to develop and establish relationships   
 and contribute to their emotional well-being  
Maintained a sanitary environment with constant washing of hands and equipment by abiding by the OSHA   
 laws  
 Abided by the HIPAA laws to protect patients’ privacy  
 Helped coordinate entertainment/special meetings  
Created a monthly activities calendar for the residents   
Evaluated interests and abilities of each resident  
 Updated Director of Recreation with each patient’s progress   
 Alerted the head nurse when I noticed a change in a patient’s behavior  
 Prepared food and trays for the residents  
Provided proper assistance to patients who needed help with eating their meals

**Education/Affiliations:**

-Actively pursuing a Bachelor’s Degree in Nutrition and Dietetics

Saint Joseph College

West Hartford, CT

-Obtained Alternative Medicine Certification – August 2011

Middlesex Community College

-Obtained Serv-Safe Food Certification – July 2010

Middletown Adult Education Center

- Obtained High School Diploma – June 2010  
Francis T. Maloney High School  
Meriden, CT  
  
-Current member of The American Dietetic Association, The American Lung Association and The American Heart Association

**Skills:**

Proficient in all Windows and Microsoft applications  
 Accurate typist – 75 wpm   
 Superior communication and listening skills; customer centric  
Ability to effectively multi-task within a fast paced environment

**References:**Available Upon Request