Sherri R. Jones

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860-461-4805

**OBJECTIVE:** Clerical position requiring experience in a medical office or call center setting.

**QUALIFICATIONS:**

* Highly personable Customer Service and Management/Administrative Professional with experience in general account management, sales processing, and call-center operations within the telecommunications and logistics industries
* Proficient with Microsoft Office System (including Word, Excel, PowerPoint, and Outlook) WPM 55, KSPM 220
* Knowledgeable with computer systems including OMD, ORACLE Modules, ACSS, ACORN, ACESS and GERS

**CERTIFICATIONS:**

* Registered Medical Assistant (January 2012)
* Computers in the Medical Office August 2011
* CPR- Adult and Pediatric July 2011
* First Aid- AED, Adult and Pediatric July 2011
* Personnel Management August 2005

**EMPLOYMENT**

**United States Air Force** Personnel JourneymanMay 2003- May 2011

* Documented and updated the training records of all troops assigned to my squadron
* Assisted supervisors in daily administrative tasks
* Selected to escort dignitaries during Wing UCI/ORI
* Recognized by the Wing Commander as Airman of the Squadron

**IKON Office Solutions** Senior Order Account Coordinator December 2007- October 2008

* Coordinated collection and preparation of financial and operation reports
* Validated client’s credit card transactions; making corrections
* Entered individual equipment orders into Oracle/OMD
* Invoiced bills and transmitted information over to leasing company
* Reconciled daily sales and prepared deposits and end- of- day reports for management

**Oakleaf Waste Management** New Stores Assistant May 2006- August 2007

* Entered all client/vendor service information
* Facilitated all aspects of the service in a 24-48 hour timeframe
* Verified that all required stipulations/authorizations have been made prior to setting up service with the selected vendor. Maintained client service scheduling from spreadsheets and individual requests directly from corporate contacts
* Coordinated with other departments all necessary resources for assigned projects. Assisted in investigating and rectifying any questions/problems that clients and/or vendors bring forth

**Bob’s Discount Furniture** Customer Service Representative August 2004- February 2006

* Assisted with accounts payable and receivable in resolving any customer’s balances
* Assigned service technicians to specific jobs for customers in order to rectify problems caused to merchandise by manufacture or delivery
* Answered incoming calls from customers and resolved any problems or potential problems regarding merchandise

**EDUCATION**

* Branford Hall Career Institute – Professional Medical Assistant January 2011 - December 2011
* Community College of the Air Force- Personnel Management Certification July 2005- August 2005
* Manchester Community College- Sociology, Criminal Justice Aug 2003-May 2005