**M. de Lourdes Bennett**

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**Education:**

* **Management Information Systems**, Central Connecticut State University, New Britain, CT – currently enrolled.
* **Associates of Science**, Manchester Community College, Manchester, CT – May 2010.

Major: General Studies (Graduate)

**Key Qualifications**

* Customer service professional offering 15 years of diversified experience as Receptionist, Secretary/Office Assistant, Cashiers/Bank teller, responsible for cash/checking deposits, processing payments. Cash handling, balance drawer, petty cash, and place orders for inventory.
* Excellent communication and problem-solving skills. Dedicated to achieving customer satisfaction as well as meeting or surpassing company expectations.
* Take great satisfaction and pride in seeing results and positive impact on the customer/client.
* Self-starter, flexible, independent, organized and punctual. Cooperative, polite and hardworking. Proficient in Microsoft Applications, working knowledge of various computer software programs
* Successfully use network administration skills to troubleshoot glitches in computer systems (remote pc assistance - go to assist, team viewer). Perform routine maintenance and repairs on office computers, printers.

**Experience:**

**MCC Ambassador and Team Leader** – Manchester Community College, Manchester, CT (August 2009 to December 2010)

* Information Center, providing efficient and courteous service to all visitors, prospective students and students. Serve as first point of contact seeking assistance at the Information Center.
* Assist in the planning and implementation of new student orientation program.
* Active participation related to college events (Campus tours, Commencement, Evening of Fine Wines, Professional day, Meet the President and the Deans)
* Responsible for the planning, development and implementation of MCC Ambassador Staff schedule.
* Assist with the overall administration of the Dean of Student Affairs office.
* Supervise, train and direct student workers

**Part-Time Block Clerk** – Southern Auto Auction, East Windsor, CT (July 2009 to March 2010)

* Provide efficient and courteous service to all customers at all times
* Enter into the computer information according to legal and auction guidelines
* Proofread and edit or correct receipts for customers
* Assist customers with questions or concerns

**Spanish Translator** – Harbor Health Services, Branford, CT (February 2009 to April 2009)

* Volunteer as Spanish translator for written documents from English into Spanish for bilingual program.

**Help** **desk -**EBSCOInformation Services–, Birmingham, AL (September 2004 – October 2008)

* Serve as first point of contact for librarians and publishers seeking remote assistance to operate EBSCO host databases as well as EBSCO host Electronic Journal Service tools.
* Maintain regular correspondence with customers and publishers
* Improving customer service based on client feedback
* Successfully handled all public relations issues, successful account retention record of 98%

**Other Skills:**

* Bilingual (English-Spanish)
* Excellent typist 69 WPM (Typing machine-PC) office equipment fax, copy machine, scanner.

**References:**

Available upon request