**Sierra M. Holder**

17 Sandra Drive Bloomfield CT, 06002 **(860) 656-8947**, **(860) 461-1286** holdersierra@ymail.com

A versatile, skilled, enthusiastic professional Customer Service Assistant that utilizes various skills to solve problems and give the optimum level of customer service and excellence while demonstrating persistence, striving to improve skills and achieve goals. Looking to obtain a responsible challenging position where my customer relation skills, education, knowledge, and 5 years of progressive work experience in the industry will have valuable application to a customer-centric team.

**Experience**

11/2010-Present A.R. Mazzotta: Goodwin College  **East Hartford, CT**

**Administrative Assistant**

* Greet all incoming students and visitors. Answer all incoming phone calls regarding school programs, transcript request, and education verifications.
* Determining the purpose of callers and forwards calls to the appropriate personnel or department. Retrieves messages from voice mail
* Assist Coordinator of Records with inputting into Sonisweb teacher assignments, room assignments, updating students program and major active/inactive status, while also helping create semester course offerings
* Process various reports (requests) from faculty/staff, and students (official/unofficial transcripts, nursing applications, withdrawal forms/survey, and faculty evaluations.
* Updates student information into Goodwin’s computer database (Sonisweb),
* Assists in preparation of paperwork for student transactions (incomplete/ grade change forms, program changes, and semester inactive forms.)
* Responsibility to maintain fax machine, assisting users, sending faxes, and retrieving/ routing incoming faxes, filing, collating student files/ reports, and photocopying.

6/2010-8/2010 IKON Office Solutions Inc. **Hartford, CT**

**Administrative Receptionist/Switchboard**

• Smile and greet all incoming and outgoing clients/customers, while providing basic customer service skills.

• Sit at the front desk and receive customer calls regarding requests and services

• ID and transfer all calls to appropriate account manager(s).

• Assist with administrative duties such as receiving, processing and distributing incoming and outgoing mail, copy jobs, and packages for mailing order.

• Update every morning the record of the company’s daily number report (using MS Outlook & Excel).

• And must report to supervisor as well as performing any tasks that are delegated.

**Sierra M. Holder**

6/2006-10/2011 Alexandria Manor: Affinity Health Care **Bloomfield, CT**

**Administrative Receptionist/Assistant**

• Smile and greet customers and answer’s incoming telephone calls, route calls.

• Direct visitor’s to appropriate office or individual.

• Responsibility of completing the new patient admissions chart for the supervisor/charge nurse.

• For every month prepares residents “daily activity performance form” for the facility.

• Receives process and distribute incoming mail, collect outgoing mail and process for mailing order

• Receive and distribute supplies and/or equipment; as well as performing any other tasks that are delegated.

3/2005-12/2005 McCauley Mercy Health Center  **W. Hartford, CT**

**Residential Wait Staff**

• Welcome and greet guests. Build and sustain consumer relationships through courtesy and friendliness.

• Have basic knowledge of dining room service procedures and functions.

• Maneuver trays of food frequently weighing up to 20-30 lbs, while delivering food and beverages from kitchen to guests in a timely matter and maintain clean service area.

**Education**

***B.A. in Science, May******2009 A.A. in Fine Arts****,****May 2006***

Early Childhood Concentration   Art History Concentration

University of Hartford, W. Hartford, CT University of Hartford, W. Hartford, CT

**Leadership Experience**

**Supervisor/Day Care Provider,**  Church Nursery Bloomfield, CT 1/2000-2003

• Helping children grow, learn, and gain new skills.

• Often improve own communication, learning, and other personal skills by working with children ages 0- 6 years old.

**Volunteer Services,**  Walk-A-Thon Hartford, CT 3/2000-3/2000

• Register Walk-A-Thon members, providing beverages to all Walk-A-Thon members, while providing cleaning services.

**Sierra M. Holder**

**INTERNSHIP EXPERIENCE**

**Fieldwork Placement for Early Childhood,**Univ**.** of Hartford Magnet School & JCC

**School Semesters:** Fall 2006- Spring 2008

**My responsibilities:**

• To contribute 20 hours to school/agency on weekly schedule of Monday-Friday 8am-1 or 2pm

• To carry out various duties such as observing the teacher, identify how teacher uses learning principles, become knowledgeable of individual student disabilities, skills

**Professional Internship for Early Childhood,**Windsor Discovery Center & Montessori School

**School Semester:**Spring 2009

**My Responsibilities:**

• To contribute 160 hours to school during the semester

• To carry out following duties: assisting in the classes activities, observing teacher, identify how teacher employs steps to effective instruction, to meet attention spans.

**Skills**

•          Ability to perform tasks independently as well as part of a team

•          Good motivator, goal oriented with the ability to meet objectives

•          Handle multiple phone calls

•          Ability to handle multiple tasks/ solve customer queries efficiently

•          Proficient in Microsoft Suite (Word, Excel, Power Point, Outlook, Internet)

•          Capability to maintain the received information

•          Possesses technical knowledge, and excellent customer service skills

•          Type 45-60 wpm

•          Possesses effective verbal and written communication skills

•          Highly initiative to manage a busy workload without supervision

•          Excellent administrative, organizational skill; and monitoring skills

**Rewards & Acknowledgements**

**Dean’s List** Fall 2004 – Spring 2006, Fall 2008 – Spring 2009

Graduated with **GPA of 3.82** along with degree ***Summa Cum Laude***

**References & Salary History Available Upon Request**