

# Rami Shoula

Postal Service Worker

## Profile

Experienced and professional Postal Service Worker with over six years of experience in busy and high volume environments. Customer service focused and highly proficient with USPO technologies and protocols. Friendly, organized, and adept in service solutions. Excellent knowledge of postal distribution methods, services, and rates. Bringing forth a strong attention to detail, excellent literacy skills, and the ability to process mail quickly and efficiently. Committed to customer satisfaction and the protection of privacy and integrity.

## Employment History

### Post Office Clerk at United States Post Office, Newark

August 2014 — September 2019

- Greeted customers and provided them with quality service and assistance.
- Informed and guided customers during their mailing selections.
- Assisted customers with various expedited delivery services.
- Managed a team consisting of 8 clerks.
- Assisted in the hiring and training processes of new clerks.
- Handled all inquiries, concerns, and complaints with professionalism.

### Post Office Clerk at United States Post Office, Rutherford

August 2010 — July 2014

- Worked as a friendly and helpful clerk, renowned for fast and excellent service.
- Worked with minimum supervision and enabled fast transactions.
- Handled address changes and redirected mail to the proper addresses.
- Fostered an in depth knowledge of different postal distribution methods.
- Helped customers determine the best options to meet their mailing needs.

### Front Desk Specialist at New Brunswick Public Library, New Brunswick

May 2008 — July 2010

- Provided high quality assistance to library patrons.
- Performed clerical work, including the organizing and re-shelving of books.
- Performed all circulation desk procedures, including the checking-in and checking-out of library materials.
- Handled requests from other libraries.
- Processed requests from users to borrow materials from external libraries.

## Details

romioshoula@gmail.com

## Skills

Patient

Highly Organized

Strong Communication Skills

Advanced Mathematics

Dilligence

## Languages

German

- Answered phone calls and provided callers with basic information.

## Education

### **B.A. in Communications, Stonybrook University, Stonybrook**

August 2009 — May 2013

- German Language Club member.

### **High School Diploma, Millbrook High School, Millbrook**

September 2005 — May 2009

## References

### **Lisa Ewing from United States Postal Service**

lewing@uspo.com · 718-298-2436

### **John Randall from United States Postal Service**

jrandall@uspo.com · 763-283-1827

### **Christine Howard from United States Postal Service**

choward@uspo.com · 651-152-2727