Yer Thao

CONTACT:  
763.321.9882.   
maivyerthao@gmail.com

# Education

MN State University, Mankato

* Bachelors of Arts | August 2015  
  Major: English | GPA 3.46  
  Minor: Ethnic Studies | GPA 3.9
* CUM LAUDE HONORS GPA 3.3

# WORK EXPERIENCE

* Customer Service Rep |*February – April 2016*
  + 3M, Maplewood, MN; handled inbound calls, provided pricing/ availability/ located tracking of products for customers, handled email inquiries from customers,
* Personal Assistant | July 2015 to Present
  + Giving Hands Homecare, Roseville, MN; clerical duties, appointment setting, scheduling
* Personal Care Assistant | *Jan 2016 – Present*
  + Giving Hands Homecare, Roseville, MN; provided support for daily tasks for client
* Tutor | *Aug 2014 – Feb 2015*
  + MN State University, Mankato; provided academic support for k-12 students
* Mentor | *Summer 2014*
  + Institute of Diversity’s College Access Program, Mankato; mentored incoming college students
* Customer Service Rep/Sales | *Aug 2009 – April 2015*
  + Hmong International Flea Market; assisted customers in sales, inventory, stock
* Sales Associate | *Aug 2011- May 2012 | May 2012- Aug 2013* 
  + Deb Shops; sales, cashier, retail customer service

# Awards and Acknowledgements

* Robert C. Wrights Award | Spring 2014; $1,000

# SKILLs

* BILINGUAL: ENGLISH & HMONG
* Computer Literate
* 95 WPM
* PCA Certified; obtained 10/2015
* Microsoft Word literate
* Proficient in Microsoft Excel
* Strong work ethic
* Detail-orientation
* Teamwork and leadership
* Clerical duties knowledge
* CSMS database
* Order Center / Product Center
* Customer Service Skills