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| Logo  Description automatically generated  Candidate 82571  City Personnel | (401)331-2311 |

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| **Work History** |

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| Jan 2018 – Sep 2022 | **Customer Service**  *Wadhams Enterprises, Phelps, NY*   * Acted as a liaison between customers, terminals, and drivers * Provided customers with up-to-date information regarding deliveries * Entered, updated, and maintained data in multiple databases * Sorted and prioritized customer requests and incoming emails * Completed data entry promptly, ensuring accurate information * Tracked and addressed issues pertaining to freight pickup and deliveries * Found solutions and applied the proper company policy * Provided customer care over the phone and ensured customer satisfaction * Billing Entry |

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| Oct 2016 – Jan 2018 | **Billing Entry**  *Wadhams Enterprises, Phelps, NY*   * Actively monitored for incoming bills * Inspected and verified the accuracy of incoming bills * Inputted accurate billing information * Evaluated the priority of bills * Evaluated additional paperwork and verified its accuracy * Entered any missing information into the system * Ensured that all bills are properly marked and completed * Utilized programs such as Lotusnotes, TMW imagine, and Bulk editor to facilitate tasks * Monitored email and communicated with coworkers to meet deadlines |

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| Sep 2015 – July 2016 | **G4S Security Guard**  *Sutherland Global Services, Rochester, NY*   * Enforced policies concerning staff and visitors * Controlled access to the premises by checking security passes and directing visitors * Vigilantly monitored the grounds and premises by security cameras * Investigated suspicious activity and took appropriate action * Monitored alarm systems and took action when triggered * Filed detailed reports on all security incidents * Called and reported incidents to authorities, providing information and assistance as needed |

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| Nov 2014 – Aug 2015 | **G4S Security Guard**  *MetLife Facility, Warwick, RI*   * Enforced policies concerning staff and visitors * Controlled access to premises by checking security passes, and directing visitors * Vigilantly monitored grounds and premises by the security cameras * Investigated suspicious activity, and problems, and took appropriate action * Monitored alarm systems and took action when triggered * Carried out routine patrols and checks on foot and in vehicle * Called and reported incidents to authorities, providing information and assistance as needed |

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| Dec 2013 – Jan 2014 | **Intern**  *Police Department of Taunton, Taunton, MA*   * Assisted officers on patrol * Witnessed and understood police procedure during calls * Assisted in investigation and utilized databases * Assisted the street crimes unit and set up operations in a civilian capacity * Worked in the dispatch office and front desk, in a civilian capacity * Witnessed the daily procedures of a police department |

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| **Education** |

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|  | Bachelor of Science: Forensic Psychology  *University of New Haven, New Haven, CT* |

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| **Skills** |

Microsoft Office

Average 60 WPM typing speed

Quick learner

Adapts to rapid change

Prioritizing tasks

Conflict resolution

Attention to detail

Clear communication

Data entry

Problem-solving

Billing entry