

# JENNY WINSTON

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## Profile:

Highly creative and solutions-oriented professional, with proven success in human resources, customer service, and office management and organization. Skilled in problem analysis and resolution, as well as written and verbal communication.

## Selected Professional Experience:

### **MAXIMUS (Rochester, New York) | Consumer Services Specialist | 2016–2018**

- Respond to incoming calls from consumers, in accordance with established performance standards, policies, and procedures.
- Process new applications for health care coverage, via telephone.
- Facilitate translation services for non-English-speaking callers.
- Escalate calls or issues to appropriate designated staff for resolution, as needed.

### **School #35 (Rochester, New York) | Literacy Program Volunteer | 2015–2016**

- Worked one-on-one with first-grade students to improve their literacy and interpersonal skills.

### **Children's Center of Brighton (Rochester, New York)**

#### **Business Office Manager | 2007–2012**

- Maintained paper and computer records for all children and staff, including charging for monthly tuition and processing automatic payments by credit card and EFT.
- Met with parents of new enrollees to orient them to policies and procedures, and worked closely with director regarding child enrollment and staff paperwork (*e.g.*, worker's compensation and references).

#### **Day Care Teacher | 1998–1999, 2005–2007**

- Taught classes of eight to ten children, ranging in age from six weeks to two years.
- Planned weekly lessons and interacted daily with parents.

### **BOCES 1 (Rochester, New York) | Notetaker | 2005**

- Notetaker and one-on-one academic support for two non-hearing students, coordinating efforts with teachers to ensure the students' success.

### **QCI Direct (Rochester, New York) | 1996–2004**

#### **Call Center Supervisor**

- Day-to-day supervision of 24 call center employees. Responsible for marketing and customer service resolution.

#### **Human Resources Coordinator**

- Responsibilities included recruitment, interviewing, and payroll.

### **Rochester Area Children's Collaborative (Rochester, New York) | Administrative Assistant | 1999–2001**

- General administrative duties for a four-person office, as well as attending board meetings and planning fund-raising events.

## Education:

**Syracuse University** | August 1993–May 1997

**Empire State College** | January 2018–June 2018

BS in Business Management, with a concentration in Human Resources Management