

Functional Résumé

Marjorie L. Perry

222 Tuscarawas Way
Concord, NC 28026
704-999-4444
mlp222@isp.com

OBJECTIVE To obtain a full-time office assistant position, using my education in office systems

EDUCATION Central Piedmont Community College Charlotte, NC
A.A.S., Office Systems Technology May 2009

SKILLS

Records Management

- Filed confidential, hardcopy documents according to alphabetical system
- Created and updated electronic files
- Proofread files to ensure accuracy and completeness
- Followed security guidelines for access to files

Customer Service

- Provided responsive customer service in retail setting
- Used telephone, email, and in-person communication skills to work with customers
- Recognized for excellent customer service in May 2006
- Collaborated with volunteers and vendors when planning events

Computer & Office Skills

- Used Microsoft Word to create professional business documents
- Created and used Microsoft Excel spreadsheets to keep track of and organize numeric/financial data for community service organization
- Created new databases in Microsoft Access, ran queries and reports for group presentations and assignments
- Demonstrated resourcefulness with internet searches and other web-based applications
- Typing Speed: 45 WPM
- Have experience with taking notes and transcribing, effective use of copier, fax and other office equipment

COMMUNITY

Volunteer, Girl Scouts, Hornets' Nest Council, Charlotte, NC, 2006-2008
Volunteer, Charlotte-Mecklenburg School System, 2004-2008
Literacy Volunteer, Academic Learning Center, Concord, NC, 2001-2003
Volunteer, Meals-on-Wheels of Cabarrus County, 1998-2000

WORK HISTORY **Sales Associate**, Deborah's Cards & Gifts, Charlotte, NC, 2003-2006

REFERENCES Available upon request