

**042-003-0409**

## **OBJECTIVE**

To move to new work that will provide stimulation and change, challenge me to learn, require extensive people contact, use strong communications / problem solving skills, and offer possibilities for advancement.

## **OVERVIEW**

- Readiness to take on and master new skills demonstrated in work ranging from installing / reading electric meters to waiting tables and from office support for an equipment broker to receiving, sorting, and carrying the US Mail.
- Ability to give friendly responsive customer service, perform multiple tasks, manage time, and attend to detail apparent in all positions held.
- Education that, in addition to a Bachelors Degree in Geography, includes some graduate studies in Cartography as well as customer service and management courses through my present employer.
- Interpersonal skills and all-around positive attitude enhanced by varied interests and community involvement.

## **FEATURED CURRENT EXPERIENCE**

*United States Post Office,* Lake Mills, Waterloo, Hollandale, & Dodgeville, WI; 1995 - Present  
**Window, Distribution, Bulk Mail Clerk Substitute Carrier, Interim Post Master**

During my tenure with this employer, have performed, at some time or other, virtually every job involved in handling and delivering the United States Mail. Work functions have included all of the following:

- Provide counter and phone customer service answering questions, accepting parcels, tracing packages, and setting-up registered and certified mail deliveries as well as selling stamps, offering postal insurance, and renting boxes.
- Maintain and account for stamp and cash drawers having total values that range from \$6,000 to \$10,000.
- Sort out-bound local mail in route order and mail headed to remote destinations by zip code.
- Until the recent adoption of scanners, did most of this work manually and must still hand-sort odd-sized pieces.
- In the past, as Bulk Mail Technician, checked mass mailings to assure that proper addressing, sorting, and bundling rate guidelines have been followed.
- Have received cross-training as backup for the technician who works with a major national catalog retailer.
- Showed particular flexibility as a member of the small staff at Lake Mills by substituting for regular carriers during vacations or on scheduled days off.
- At the Lake Mills location, cooperated with management to formulate a new scheduling practice that positively contributed to morale and brought the office into compliance with the bargaining agreement.

In a relatively short time as Interim Officer-in-Charge at Hollandale initiated these measures that left an improved operation for the newly appointed post master:

- Took advantage of a carrier's retirement as the occasion to produce savings by developing, getting approval for, and implementing a plan for consolidation of two half-routes into one that could be easily handled by one person.
- Researched and mapped-out the shortest route with the safest and most efficient delivery order.
- Eliminated new route's initial costs by attending to details such as locating and obtaining all necessary equipment.

## **SIGNIFICANT PREVIOUS EXPERIENCE**

*Irishman's Bay Pub,* Madison, WI; 1984 - 1986 & 1992 - 1994  
**Server < Assistant Manager**

- Served patrons of a business offering a sandwich and light meal menu in a friendly, relaxed, casual atmosphere.
- Quickly established rapport, answered questions, took orders, and served food and beverages.
- Along with serving customers, took on management responsibilities including opening, closing, and solving any service or front-end operations problems that arose.
- Improved and brought greater detail to on-the-job training of new workers.
- Boosted morale and motivation by initiating regular rotation of wait stations and work assignments.
- Analyzed relationships of customer traffic to special events in order to more effectively anticipate business and provide adequate staff.

*Independent Family Day Care Center,*  
**Self-Employed Child Care Provider**

Marshall, WI; 1993 - 1995

- Provided supervision, care, and positive developmental experiences for up to eight pre-school-age children.
- Maintained a balanced schedule that included field trips, structured learning activities, and free play periods as well as time devoted to meals, naps, and personal care.
- Took on new families strictly by referral and retained them by communicating and cooperating closely with parents.

*Paducah Power System,*  
**Meter Reader / Installer**

Paducah, KY; 1991 - 1992

- Traveled to homes and businesses in town and country to quickly and accurately read, record, and upload usage data from electric meters.
- Also, installed meters when starting service on new accounts.

*Quality Leasing, Inc.,*  
**Administrative Assistant**

Paducah, KY; 1990 - 1991

- Calculated drivers' and office staff payroll, maintained daily ledgers, managed accounts payable / receivable, and did related billing and banking.
- Generated lease agreements and statistical management reports as well as calculating / completing gas tax reports and keeping all truck permits current.

*Arista Funding Group,*  
**Lease Processor**

Escondido, CA; 1990

- Communicated with vendors and brokers, verified leases, updated terms / conditions, and scheduled equipment pick-ups and drop-offs.

*Autotronics Inc.,*  
**Office Manager**

San Diego, CA; 1987 - 1990

- Provided office support for a family-owned business that sold cellular phone and car security systems.
- Interacted with customers when giving information, scheduling appointments, relaying messages, and scheduling service calls.
- Kept ledgers and managed payables, receivables, billing, and first collection follow-up.

*Perkins, Inc.*  
**Server / Trainer**

Madison, WI; 1981 - 1984

- Provided diner services as described above at a high-volume, 24-hour-a-day, family-oriented restaurant.
- Conducted classroom sessions on the menu, service policies, and cash register system, as well as coordinating pairings with experienced workers for on-the-job training.

## EDUCATION

**Bachelor of Science in Geography,** *Southern Illinois University,*

Carbondale, IL; 1979

ADDITIONAL LEARNING

- √ Green Bay Career Conferences 2000
- √ US Post Office provided training in: – Interviewing – Money Management – Inspection – New Technology
- √ Graduate Work In Cartography, University of Wisconsin–Madison

## ADDITIONAL RELEVANT BACKGROUND

- Have done volunteer work including giving adult leadership to a cub scout pack, helping a ski team, and coordinating an expanded community library book sale.
- Have benefited from various travel opportunities including six-week and eight-week trips through Europe visiting France, Italy, Germany, Belgium, and the UK.
- Possess other interests such as writing poetry, reading, photography, skiing, horseback riding, and learning about people, their cultures, and their values.
- Consider myself to be outgoing, patient, detail-oriented worker who is an effective communicator / listener, a thorough planner, and an able multitasker.

**References will be provided upon readers' request.**