

121-001-0403

INTRODUCTION

Energetic problem solver with high personal standards for quality of work... One who is adaptable, learns quickly, and can consistently be counted on to be of assistance to customers and co-workers.

Now seeking a permanent position with an organization that has a strong sense of purpose and positive human environment.... One that will provide sustained challenge, involve some responsibility, offer a chance to make a meaningful difference, and lead to continuing opportunity for growth.

HIGHLIGHTS

Work and education background characterized by unusual breadth and diversity. Studies leading to a Bachelors Degree encompassing disciplines ranging from Vocal Performance and Drawing to Integrated East European and Latin American studies. Similar breadth to be found in a concurrent employment history including jobs as diverse as baker, auxiliary surgical technician, outdoor stage erector, and, presently, as an insurance clerk.

EDUCATION

Bachelor of Arts, *Evergreen State College*, Olympia, Washington; Spring 1998

CONCENTRATION: - Integrated Area Cultural, Historical, & Political Studies

REPRESENTATIVE STUDIES: - Hispanic Area Studies - Russian & Eastern European Area Studies
- The Short Story - Great Literature - Borderlands - Figure Drawing
- Art & Healing - Art & Society

STUDY ABROAD: *Jagiellonia University* Krakow, Poland; Spring 1998
Researched and produced a paper on the works of Isaac Bashevis Singer as well as anti-semitism and the Holocaust in Poland. Lived, studied, and traveled both independently and as part of a 12-member student group. In addition to Poland, visited the Czech Republic, Hungary, Romania, and Slovakia.

Participant, *Outward Bound Leadership Semester*, Colorado, Wyoming, and Utah; Summer 1997

- Participated in a program for 19- to 30-year-olds to build character, leadership, and interpersonal skills while learning to cope with a very rigorous outdoor environment.
- Developed technical climbing, whitewater rafting, hiking, and camping skills needed for survival in the environments we traversed.
- Facilitated group meetings to discuss community rules and norms.

Music, Vocal Performance, *Dade County Community College*, Miami, Florida; 1990-'91 School Year

FEATURED EXPERIENCE

Customer Information Clerk, *EDS via Qualitemps*, Madison, Wisconsin; November 1999 - Present

- Receive and respond to provider and beneficiary phone inquiries regarding enrollment status and general eligibility.
- Receive beneficiary on-line files to answer questions and check basic information about accounts and refer more complex questions on to the Customer Service Department.
- Whenever needed, take messages and direct calls as a backup receptionist.
- Provide on-the-job training and support for less experienced temporary workers and function as informal liaison between Qualitemps and permanent EDS staff.

FEATURED EXPERIENCE (CONT.)

Auxiliary Surgical Technician, *Swedish Medical Center*, Seattle, Washington; Sept. 1998 - April 1999

- Cleaned and routed reusable instrumentation for sterilization and repackaging in addition to cleaning surgical theaters.
- Served as a pre-op and post-op transporter, moving patients to and from ICU and other care units.
- Assisted with shaving and other surgical prep activities, accompanied patients in recovery, and relayed information to care units.
- Also functioned as a source of pre- and post-op information and support for patients and family members.

Canvassing Team Leader, *SANE*, Los Angeles, California; Sept. 1991 - Nov. 1992

- Helped establish and maintain a SANE office in the Greater Los Angeles area and led a six- to eight-person team that carried out door-to-door canvassing in various neighborhoods.
- Presented issues and information related to human needs programs, answered questions about SANE and its mission, solicited contributions, and encouraged people to volunteer and become involved as citizens.
- Oriented, trained, motivated, and provided on-going support for the canvassers on my team.
- Organized debriefings and gathered / accounted for all funds collected each day by my group.

COMMENT: Gap in work history over the summer of 1999 was spent in the United Kingdom -- living in London, camping in the Orkney Islands, and planting an organic garden at a Buddhist center.

ADDITIONAL WORK BACKGROUND

Stage Erector, *Bank of America*, Northern Rocky Mountain & Pacific Coast States; Summers, 1995 & 1996
Traveled with a 10-person crew to set up staging for award / variety shows that wrapped-up sessions of youth athletic camps sponsored by the bank. Traveled significant distances to set up the night before events and tear down immediately after. Work involved assembly / disassembly material handling, and warehousing of components and equipment.

Housekeeper, *Covenant Shores Retirement Community*, Seattle, Washington; Nov. 1994 - May 1995
Cleaned apartments for senior citizens who functioned with varying degrees of independence at an assisted-living facility. Also provided companionship and performed miscellaneous errands.

Phone Solicitor, *Seattle Repertory Theater*, Seattle, Washington; Nov. 1993 - June 1994
Made use of lists of current patrons and others likely to have interest in Center events to initiate phone contact. Presented upcoming special promotions, answered questions, took orders, and performed related data entry.

Hostess / Cashier / Server, *Hanah Restaurant*, Seattle, Washington; Nov. 1993 - June 1994
Greeted and seated customers, operated the register, and took carry-out and delivery orders. On occasions, filled in to help servers.

Baker / Counter Clerk, *Squash Blossom*, Memphis, Tennessee; Nov. 1992 - Aug. 1993
Baked and sold bread, muffins, and other pastries at a health food store. Answered many customer questions about ingredients and benefits of various food items and supplements in addition to baked goods. Also, played a role in choosing the items that were prepared and sold.

Cashier / Sales Clerk, *The Kittery Trading Post*, Kittery, Maine; Jan. 1990 - July 1990
Greeted / assisted customers, provided merchandise information, and executed sales at a locally based outfitting and catering business. Helped merchandise, present, and sell items ranging from camping gear and guns to pre-packaged meals.