Lorraine Donohoe

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Crystal Lake, IL 60014

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Profile	• More than 20+ successful years of experience in customer service with recognized strengths in problem-solving and trouble-shooting, and planning/implementing procedures to avoid problems.
	• Possess computer skills of Microsoft Word and Excel.
	• A team player.

Accomplishments	• Received a number of commendation letters concerning my customer service work.
	• Awarded employee of the month for the 1st 3 years with Accurate.
	• Consistently met deadlines.
	• Good organizational skills which resulted in time saving.
	• Trained and coached employees to their full potential and abilities.

Working World
(Berry Plastics Corp.)
Crystal Lake, IL
Oct. 2014 –Mar. 2015

Machine Operator
• Made sure machine was operating properly and that product was up to specs.

Accurate Personnel
(Brake Parts Inc.)
Crystal Lake, IL
2010 - 2014

Picker/Packer
• Certified to operate Prime Mover and Cherry Picker.
• Used the computer to make address sheets and looking up parts numbers.

Silgan
(Express Personnel)
Woodstock, IL
Mar. – Sept., 2008

Line Leader
• Operate, set up, and maintaining of Label machines.
• Ran tests every hour to make sure product was up to speculations.

Wal-Mart
Crystal Lake, IL
1998-2007

Stocker/Unloader
• Used scanner to track store products.
• Set new modules.
• Assisted customers.

CL Graphics (*PT***)**
Crystal Lake, IL
Aug. – Dec., 2006

CSR
• Machine Ink jet addressing.
• Machine and hand tab sealing and insertion of pamphlets.

Paige Temp. Services
(GE Capitol)
Crystal Lake, IL
1995 - 1998

CSR
• Used Windows 98': Excel, Word, and data entry.
• Federal Express (shipping and receiving titles).
• Fax, copier, and other office duties.
• Coordinated customers vehicle titles to make sure the correct information was input.

Better Graphics 88' - 93'   CSR
Black Dot 83' – 88'   CSR

Education
Woodstock Community High (1982)
Crystal Lake Public Library
• Took classes for '07 Microsoft Word and Excel

References Furnished Upon Request