

Serena Dunham

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I am a willing, and hardworking person. I know how to handle situations that may be bad, and turn them into something good. I work well under pressure, and love to have a handful of work given to me every day. I am good at reading people, and understanding what they are wanting with their experience with me. I'm determined to learn new things, love what I do and be the best that I possibly can. My passion in life is to help others. I love being there no matter what. How I feel rewarded is when I know I did everything I can to help someone who maybe never had the help before.

WORK EXPERIENCE

Receptionist

Pavestone LLC (720)352-8684 Julie Holmes: Office Manager - Henderson, CO - December 2013 to January 2015

Duties:

- Answer incoming calls, direct parties to correct employee.
- Answer basic questions about product (pricing, colors, etc.) using informational sheets provided by management.
- File sales orders in alphabetical files in numerical order

Accomplishments

I'd love to say that I had a positive impact while working at Pavestone. To be honest the impact was made most on me. I learned hard work and patience. I learned to work as a team in a positive work atmosphere and that results come from persistence.

CSR

Revolution Cleaners 303-433-2225 - Denver, CO - June 2013 to October 2013

Responsibilities

I make sure it is a clean environment, handle the customers and take in their clothes. Detail them and enter them in the computer for pick up.

Skills Used

Customer service is number one. We are taking something precious to people and making them feel comfortable is important

Direct Support Professional - Site Programmer

Mesa Developmental Services - Clifton, CO - April 2012 to June 2013

I worked in a home setting with developmentally disabled adults. By promoting independence in daily things. Administering medication and taking to appointments as needed. 81520
(970)-523-7515

Cashier

Murdochs Ranch & Home 970-523-7515 - September 2010 to May 2012

Cash handling

- Customer service
- Computer program (efficient with Point Of Sale)
- Clerical-faxing, taking messages, special orders
- Drawer handling- counting down, making sure enough change.
- Cleaning- includes front of store, shelves, restrooms and walkways

EDUCATION

GED

Mesa State College

2010

ADDITIONAL INFORMATION

Qualifications:

- Therap
- CPR Certified
- QMAP