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Aaron J DeBaca

Objective

To secure an entry-level position in an organization where I can enhance my skills while furthering my education in pursuit of a degree in English and Japanese.

Experience

06/2009 - Present | Southeast Community College/University of Nebraska at Lincoln | Lincoln, NE

Student

- English Major; Minors in Japanese and Asian American Literature

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06/2007 – 02/2009 | Nebraska Book Company | Lincoln, NE

Administrative Assistant

- Prepared financial reports using Microsoft Excel
- General administrative duties
- Worked with and assisted executive management

07/2005 – 04/2007 | Manpower | Scottsbluff, NE

Email Customer Service Representative

- Utilized resources to answer customer service inquiries
- Created daily reports detailing type and quantity of various customer issues/escalations
- Tracked attendance and productivity of employees

08/2002 – 06/2005 | Kimco | San Bernardino, CA

Customer Service Manager

- Managed Customer Service operations for a chain of 34 stores across the Southern California region
- Relayed inspection requests and collaborated with manufactures on warranty issues
- Developed a Microsoft Excel database to track complaints and customer information

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09/2000 – 06/2002 | Omaha World Herald | Alliance, NE

Distributor

- Responsible for staffing Omaha World Herald carriers in the Alliance area
- Reduced carrier turnover and increased newspaper sales in the region
- Managed bi-weekly payroll and recording keeping/billing of paper sales and returns

Education

2010 - Present

In Process - Bachelor of Arts in English (High School Diploma earned in 1995)

- University of Nebraska at Lincoln, 2011 – Present; GPA 3.3
- Southeast Community College, 2010 - 2011

References

References are available on request