

# Patricia Carlson

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Goal-orientated professional seeking a position to foster my professional office and customer service skills.

## Relevant Skills and Values

<ul style="list-style-type: none"><li>• Microsoft Office 2016</li><li>• Data Entry</li><li>• Customer Service</li><li>• Shipping &amp; Receiving</li><li>• Safety Awareness</li></ul>	<ul style="list-style-type: none"><li>• Computer Skills</li><li>• Ten Key</li><li>• Filing Systems</li><li>• Order Resolution</li><li>• Honesty &amp; Dependability</li></ul>	<ul style="list-style-type: none"><li>• Business Writing</li><li>• Monthly Reports</li><li>• Accounts Receivables</li><li>• Teamwork</li><li>• Work well under pressure</li></ul>
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## Career Experience

### Receptionist/Switchboard

Feb. 2022 to April 2024

Newmark Knight & Frank (on assignment at Dow Chemical), Midland, MI

- Greet guests and notify them who they are waiting for
- Run visitor's report and keep the total of daily guest
- Answer questions they or any Dow employee may have.
- Answer calls in a timely and professional manner, and transfer them to the requested person.
- Average 75- 110 calls daily.
- I reserved meeting rooms for employees via Email.
- Work on a daily project - entering return mail into the Excel program and forwarding them monthly to the Department.
- Help various departments with miscellaneous projects

### Banquet Server

Nov. 2019 to April 2024

Midland Center for the Arts, Midland, MI

- Help set up events, greet patrons, and provide superior customer service.
- Maintain a high standard of customer service
- Communicate with banquet supervisors and other servers
- Serve food to quests and refill drinks promptly

### Data Entry Clerk

March 2021 to Dec. 2021

Aerotek (on assignment at TCF Bank), Midland, MI

- My duties included locating paper banking records and filing them into the appropriate department boxes
- Verified records via computer.

**Receptionist** Jan. 2018 to March 2020

Newmark Knight & Frank (on assignment at Dow Chemical), Midland, MI

- Reviewed daily quest report, made badges via computer
- Greet guests in a friendly and professional manner.
- Provide any information to them.
- Attend daily safety meetings and take attendance.

**Disposition Coordinator**

June 2013 to Dec .2017

Morley, Saginaw, MI

- Help people across the country return vehicles to the auto manufacturer in a friendly manner.
- Handled both inbound and outbound communications (phone, email, mail)
- Offer timely and accurate solutions through inbound and outboard communications while keeping an upbeat and positive attitude.

**Sales Associate**

Aug. 2005 to Aug. 2018

Elder Beerman/Youngers, Midland, MI

**Administrative Assistant**

June 2008 to Oct. 2011

Kelly Services c/o The Dow Chemical Co., Midland, MI

## EDUCATIONAL BACKGROUND

- Delta Community College, Saginaw, MI
- Saginaw Valley State University, Saginaw, MI
- American Institute of Commerce, Cedar Falls, IA
- Nebraska Wesleyan University, Lincoln, NE

Business Process Service Program  
Essential Work Skills Training  
Medical Billing/Coding  
Political Science

## AFFILIATIONS

- Midland Civitan Club
- Zonta Club of Midland
- Park & Rec. Commissioner
- United Way Project member
- Minnesota Women of Today: Civic Organization