



**Irma Williams**  
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## **EDUCATION**

MTS College	Omaha, Nebraska	Microsoft Certification
Business Administration	Omaha, Nebraska	Associate Degree

## **USA MILITARY**

USA Army	Germany	Honorable Discharge
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***SUMMARY: I am articulate, confident, and I maintain a professional appearance with a positive attitude. I can communicate with diverse people group, I have excellent phone manners I uphold company policy, and core values. I am very detailed orientated, and organized, I proofread; I can ask probing questions to get to the heart of an issue, and seek out ways to resolve issues quickly and professionally. I make a first good impression. I work well in a fast paced company; one of my strongest points is the ability to deal calmly with irate customers.***