

Name

Address

Email/phone #

SUMMARY OF QUALIFICATIONS

Confident, hard-working business student committed to achieving excellence. Resourceful, dedicated team player and proven problem solver with experience in the library and customer service industries. Highly motivated self-starter experienced in handling multiple changing priorities. Exercises good judgment in dealing with customers, and provides tactful, practical solutions.

EDUCATION

Cuyahoga Community College, Cleveland, OH
Currently pursuing **Associate of Applied Business in Small Business Management**
Expected Graduation: May 2014 **GPA: 3.71**
Certificate in Basic Office Skills 2011

EMPLOYMENT

- Austinville Public Library**, Austin, TX 2000 - 2009
- Interlibrary Loan Supervisor* 2003 - 2009
Managed institutional borrowing and lending to libraries throughout the United States.
- Directed interlibrary loan service including network participation with specialized software
 - Developed workflow improvements to accommodate increasing responsibilities necessitated by staff and budget reductions
 - Trained, supervised and evaluated six clerks in a fast-paced environment ensuring accurate results
- Head of Adult Services* 2000 - 2003
Supervised library services to adults; including reference, reader's advisory, programming, community activities, and collection development.
- Selected and maintained book, periodical and audiovisual materials collection of 60,000 items
 - Trained, supervised and evaluated three bachelors' level assistants and seven shelvers to ensure friendly, organized and efficient service