

Chronological

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OBJECTIVE Entry-level **OFFICE ASSISTANT** position with United Parcel Service.

SUMMARY OF QUALIFICATIONS

- Over four years experience working in a general office setting, providing Clerical and Customer Service Assistance, including but not limited to, word processing, filing, web design
- Proficient knowledge of Microsoft Office Suite (Word, Excel, Access), DreamWeaver, and Front Page

EDUCATION

Associate of Science—Office Assistant, Skyline College, San Bruno, CA May 2008
Completed related coursework in:

Microsoft Windows Vista and Word	Spreadsheets/Excel	DreamWeaver & Front Page
Business Letter Writing	Office Procedures	General Accounting

WORK EXPERIENCE

Office Assistant—Transfer Center, Skyline College, San Bruno, CA Mar 2007 – Present
Answered student, staff, community agencies, and general public questions concerning Transfer Center events and services. Directed students to appropriate college resources concerning transfer issues

- Assisted in the organization of annual Transfer Day, including contacting college representatives, making room reservations, designing floor plan logistics for event
- Provided Desktop Publishing Support for the Transfer Center's Counseling Staff by developing flyers, brochures, letterhead, and website maintenance

Sales Associate, Bare Escentuals, San Francisco, CA Dec 2006 – Mar 2007

- Utilized IBM computer software to perform cash, check, and credit transactions, process returns and exchanges, input data, locate inventory, and catalogue prices
- Provide complimentary cosmetic recommendations based on individual customer preferences and respond to phone requests and inquiries
- Tactfully and professionally handled customer complaints and concerns regarding merchandise

Newspaper Delivery Person, San Francisco Chronicle, SF, CA Jan 2005 – Nov 2006

- Responsible for the distribution of San Francisco newspaper to over 125 clients per day
- Praised by customers for efficient and timely distribution of daily newspapers
- Promoted to larger distribution area because of excellent delivery record

Assistant Manager, Bob's Lawn Mowing Service, Oakland, CA Jan 2004 – Jan 2005

- Scheduled appointments with clients and followed-up on satisfaction with service to promote continued business
- Assisted owner with upkeep of equipment and providing direct service to customers