

James Borges
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Objective

Looking to employ communication and organizational skills to support co-workers and clients as an office assistant.

Abilities

Having successfully run a small non-profit organization for 20 years while providing office support part-time I offer extensive experience in office management, office support, customer service, and shipping.

Employment History

06/2000 - Current **Office Manager, Office Clerks, General**
Borderland Sciences Research, Eureka, CA

Receive and process incoming orders for research materials and merchandise. Duties include informing customers of prices, shipping dates, and delays. Answer telephone inquiries. Provide information regarding activities conducted by foundation. Verify and keep records on incoming and outgoing shipments. Prepare items for shipment. Receiving, unpacking, verifying and recording incoming merchandise; and arranging for the transportation of outgoing packages.

07/2019 - 03/2020 **Front Desk/Night Auditor**
Quality Inn Eureka, Eureka, CA

Main tasks were checking guests in and out using hotel management software as well as managing the night audit. I excelled at customer service such as advising guests on restaurants and things to do, answering inquiries, collecting payment, answering phone calls, and generally consulting with guests concerning needs. Accurate data entry and flawless filing practices are essential skills I employed, for example when you have non-stop guests checking in it is vital to examine the physical record and compare it to your digital record to ensure accuracy. Avoiding embarrassing uncomfortable situations depends on accurate work under pressure.

09/2015 - 06/2019 **Telemarketing Representative, Telemarketers**
KCNC Inc, Eureka, CA

Direct telephone marketing, consumer survey, appointment setting and some human resources are tasks that have improved my customer service. One generally does not consider the Kirby telemarketer a customer service agent, but there were enough people who were interested in buying an expensive vacuum to justify our calls in the first place. Navigating a torrent of unfriendly and hostile people to bring a fresh positive experience to the person who was open to it is a skill I bring.

Education History

General Education

2 Years at College or a Technical or Vocational School
College of the Redwoods, CA
Over 35 units of credit including some Spanish.

References

Emanuel Rose , Owner
Strategic eMarketing
9738 NW Durrett St

Portland, OR 97229
707-506-6138