

DILLARD & ASSOCIATES

3488 E. Orangethorpe Ave. • Anaheim, CA 92806 • 714-854-9881

resumewriting@dillardandassociates.com

Targeting positions in...

SOCIAL SERVICES / EDUCATION

Well organized, driven and hard working team-player with proven ability to commit to projects from start to finish. Strong communication skills complimented by an exceptional work ethic, team attitude, and expertise in providing operations support.

AREAS OF EXPERTISE

- Tutoring / Education / Training
- Oral / Written Communication
- Customer Service
- Curriculum Development
- Microsoft Office Suite
- Side Street Trainer

PROFESSIONAL PROFILE

- Hands-on experience providing top quality assistance to mentally disabled students.
- Communicate proactively with coworkers, superiors, students, customers and the general public.
- Strong technical know how and ability utilizing advanced, on-line systems and multi-tracking facilities.
- Sound working knowledge of MS Word, Excel, PowerPoint; Windows OS.
- Successfully taught Mathematics and English to underperforming school age children.

CAREER PATH

- BROKER PRICE OPINION (BPO) ANALYST, *Countrywide Valuations, Orange, CA* 2007 - 2008
- Provided full market analysis for homes facing foreclosure; negotiated property pricing using guidelines.
 - Sought out agents, nation-wide, to consider properties for acquisition and resell
 - Utilized basic office skills, including: emailing, making outbound calls, faxing, Microsoft Word, and Adobe Acrobat to manage and track each project; ensuring a 14 day turnaround.
- INSTRUCTOR / TRAINER, *The Princeton Review, Riverside, CA* 2006 - 2007
- Site director for LAUSD given full authority for overseeing the activities of teachers at multiple sites.
 - Provided training of company's educational literature to new hires; certified Side Street Trainer.
 - Prepared high school students for their exit exam; CAHSEE.
 - Taught up to 30 students grades K-12 in Mathematics and English/Language Arts; assisted with the development of new educational materials.
- SALES ASSOCIATE / CASHIER, *Gottschalks, Moreno Valley, CA* 2005 - 2006
- Received fast track promotion managing several departments and overseeing the entire top floor of clearance.
 - Created a welcoming and inviting ambience for shoppers; consistently met sales and credit goals.
- DATA ENTRY OPERATOR, *StarCrest Productions of California, Perris, CA* 2003 - 2003
- Accurately processed and generated timely sales rebates; achieved 16K keystrokes per hour.

VOLUNTEER

- ACADEMIC TUTOR, *Smart Kids Tutoring, Chino Hills, CA* 2005 - 2006
- Successfully mentored and tutored underperforming students including those with severe learning disabilities within a 1 – 2 hour session.
 - Administered tutoring sessions in a safe in-home environment encouraging parental support and participation while enabling students to relax in a familiar setting.
 - Developed and prepared structured curriculums aiding in the development, retention, and application of basic academic principals.
- PRIVATE TUTOR, *Moreno Valley, CA* 2005 - 2006
- Found and operated in-home tutoring services for school age children. Transitioned new venture from concept through all business planning functions. Created all marketing and business development initiatives, designed advertising campaigns, and developed teaching, testing and exam curriculums.
 - Assisted grades K-12 with Algebra I & II, Elementary Mathematics, Phonics, and Language Arts.

EDUCATION

- BS in Social Science, Emphasis Sociology, *California State University, San Bernardino, CA* 2008
Minor: Psychology and Anthropology, GPA: 3.0
- AA/AS in General Studies, *Riverside Community College, Riverside, CA* 2005