

Mark Jones

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OBJECTIVE: Customer Service Representative

HIGHLIGHTS OF QUALIFICATIONS

- Expert knowledge and abilities in written communication.
- A patient listener who focuses on speakers and understands different dialects.
- Organized and detail-oriented; knack for understanding procedures and logistics.
- Strong skills in time management, prioritizing tasks, and meeting deadlines.

RELEVANT EXPERIENCE

Communication & People Skills:

- Consistently maintain a positive attitude and enjoy helping people.
- Articulate and effective working with people of different backgrounds and temperaments.
- Accurately record, remember, and verbally communicate detailed information.
- Cooperatively work with others to produce and deliver required work.

Organization & Time Management:

- A problem solver who quickly grasps complex situations and turns them into manageable tasks.
- Produce quality work even when under extreme time pressure and deadlines.
- Proven ability to understand and follow complex instructions to successful conclusions.
- Many years of experience successfully managing and organizing personal time and workload.

Technical Skills:

- Very accurate and rapid keyboarder.
- Experienced in editing and proofreading lengthy documents with focus on word definitions, spelling, sentence structure, syntax, and grammar.
- Work with technical vocabularies from a variety of fields.

EDUCATION & CERTIFICATIONS

- Academy of Stenographic Arts, Missoula, MT, 1984-85
- Missoula College of Court Reporting, Missoula, MT, 1981-84
- Certified Shorthand Reporter, State of Montana, 1985-pres.

WORK HISTORY

- Beverly Reporting Associates, Red City, MT, 1999-04
- Louis Lane & Associates, Green City, MT, 1997-99
- Missoula Court Reporters, Blue City, MT, 1997