

JAHN KEFA

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Multimedia Production, Administration, Customer Service, CIS

Computing: Programs, Operating Systems and Network Proficiency

•Microsoft Office 2007 (MS-Word, Excel, PowerPoint) FileMaker Pro, WordPerfect
•All MS-Windows systems, Mac-OS, DOS, Unix, Linux

•Graphics: Photoshop 9.0, MS-FrontPage (HTML), Adobe Quark
•Novell Client Network, Main Frames

Working Skills: Administrative, Clerical, Customer Service

•Strong clerical and organizational skills
•Detail oriented and thorough
•Well-balanced telephone demeanor

•Team-player as well as a self-starter
•Articulate in one on one consultations
•Experienced in Public Speaking, and as a Trainer

Employment:

Customer Service / Cashier March 2011 - Present
The Home Depot - Building Supplies Pittsfield, MA (413) 445-9901

•Greeting Customers
•Maintaining Loss Prevention
•Opening Credit Card accounts
•Providing conscientious Customer Service

•Pro Cash Registers
•Returns Department
•Self Check-Out registers
•Front Line cash registers

ISP (Internet Service Provider) Administrative Assistant August 2008-January 2010
Creative Computer Consulting LLC, and TotalSpeed.net; Boulder, Colorado (303) 415-1000

•Server access by telecommuting
•Contracted per diem
•Server transfers, upgrades

•Parameter changes, changing IP statuses,
•Researching customer base financial status
•Writing progress reports

Office Administrator, Customer Care Representative June 2003-February 2009
Merrill Corporation's "Color for Real Estate" Printing & Design Marketing Lee, Massachusetts
(413) 243-2500

•Telephone & website order processing
•Database network administration

•Proofing (layout, graphics & text)
•Clerical duties

Manager of Express Services, Customer Service Dec. 2000-March 2003
Kinko's Copies-Superstore Boulder, Colorado

- Instructing customers on copier and desktop computer operations
- Merchandise sales
- Order processing

- Front counter
- Copier repair
- Cashier

Medically Certified Phone Representative Dec. 1998- Jan. 2000
Call Connect Communications Inc. Boulder, Colorado

- Telephone customer service for hospitals, insurance companies, and medical practices

- Assisted psychiatric patient clientele with crisis management and pharmaceutical dispensing

Telephone Surveyor June 1996-Nov. 1998
Talmey-Drake Research Inc. Boulder, Colorado

- Conducted surveys nationwide for political & educational issues

- Reading copy verbatim

Education:

2010-Present: Berkshire Community College Pittsfield, MA -
Theatre & Music Production, Computer Science, Business Management

1983: Grumman Data Systems Institute Woodbury, N.Y. -
Computer Operations - Vocational Diploma

1980-1981: Franklin Pierce College Rindge, N.H. -
Liberal Arts, Music Theory, Biology, Psychology

1977-1980: Hicksville High School Hicksville, N.Y. -
Academic Curriculum - Regents Diploma

Other Experience: Working closely with people

- Retail
- Academic Tutor
- Labor / Construction
- Special Education Counselor

- Community Service
- Live Theatre Performance
- Announcer - Radio & Television
- Production Manager - Entertainment