Michael Anderson

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# Skills

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| Leadership | Computer Skills  |
| Office Management  | Effective Listener |
| Effective Communication | Team Player  |
| Problem Solving  | Flexible/Adaptable |
| Switchboard Experience | Book Keeping  |

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| Employment |
| AmazonQuality Assurance- Fort Worth, TX• Duties consist of checking totes and verifying that all items were prepared and labeled in accordance with shipment and policy standards. | 10/2017-Present |
| WalmartSwitchboard Operator- Fort Worth, TX * Answered incoming calls.
* Transferred customers to the appropriate departments.
* Provided customer service.
* Assisted customers with finding items within the store.
 | 10/2016-03/2017 |
| Fort Worth Independent School District | 11/2013- 10/2016 |

Fort Worth, TX

Substitute Teacher

* Managed classroom activities and provided substitute teaching services.

Auxiliary Clerk

* Provided assistance to the Data Entry clerk.
* Performed data entry duties.
* Performed book keeping duties to ensure the finances were accurately reflected.
* Performed Switchboard duties by answering incoming calls and directing callers to the appropriate departments.

 Secretary

* Performed Switchboard duties by answering incoming calls and directing callers to the appropriate departments.
* Responsible for taking notes for teachers and principals.
* Performed general office duties such as: faxing, filing, making copies, and data entry.

 Cruz & Wash 05/2006 - 10/2013

Customer Service Representative- Arlington, TX

* Performed Customer Relations Duties.
* Managed the Social Media accounts for the company.
* Responsible for marketing and assisted with growing the company.
* Assisted with creating sales and promoting.
* Responsible for Customer Satisfaction reviews.

 Healing Hearts Outreach 06/2003- 10/2005

Office Manager- Fort Worth, TX

* Responsible for scheduling appointments and controlling office expenses.
* Assisted customers with problem solving.
* Overseen the operation of the general office.
* Served as a role model to children.
* Precise Office Services 08/1999-01/2002

Office Manager- Fort Worth, TX

* Responsible for resolving customer complaints and providing customer service.
* Managed the daily operation of the general office.

Managed office petty cash funds and controlled office expenses.

* Managed inventory and delegated task.

## Education

Tarrant County College- Fort Worth, TX

Majoring in Music & Psychology

Expected Graduation: 05/2020