

Shaleigha V. James

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OBJECTIVE: Utilize my extensive customer service experience in organizing, prioritizing and delivering mail, express packaging and other courier services, to enhance client satisfaction, increase customer retention and sell more services.

EXPERIENCE:

**10/2017 to
present**

CONTEMPORARY SERVICES CORPORATION

A leader provider of security and crowd management services.

Security Guard

Provide security services for major venues in the Inland Empire, Los Angeles and Orange County. Integrate the vigilance of security with a high level of customer service in all interactions with clients.

**8/2005 to
present**

UNITED STATES POSTAL SERVICE

A \$69 billion federal agency that delivers 47% of the world's mail.

Mail Carrier

Delivery of high quality services and excellent customer experiences to all clients. Organize and sort mail for the various addresses on assigned routes. Deliver mail reliably, affordably and securely to residents in Southwest Riverside County.

**6/2002 to
8/2005**

STARR SIGN DESIGN

A leading designer and supplier of business signs and decals.

Graphic Design/Office Clerk

Designed attractive signs, logos and decals for local businesses to improve their advertising, sales and establish a unique identity. Provided customer services, including order administration, telephone support and accounts receivable assistance.

**10/2001 to
6/2002**

TECHNOLOGY REFRESH

An authorized reseller of business computers, software and services to the media, publishing and manufacturing industries.

Technical Consultant (Part Time) – Designed and maintained the company’s web site using Dreamweaver, Adobe Photoshop, Illustrator and Flash. Also developed the graphics content for all sales brochures, flyers and new business cards.

4/2002 to 6/2002

WESTAFF

An employment agency that supplies local companies with temporary personnel to fill vacant positions with skilled professionals.

Graphic Design/Office Clerk – Designed layouts for signs and converted graphics models, to vinyl products. Provided telephone support and administrative services.

**9/2001 to
12/2001**

MOUNT SAN JACINTO COLLEGE

A community college located in Southwest Riverside County.

Computer Lab Assistant

Monitored and managed the evening lab activities for a lab of 24 IBM compatible PC’s running Windows. Provided technical assistance to students for hardware and software applications.

**5/2000 to
8/2000**

DESIGNER LABELS

A women’s retail clothing store, previously located at the Lake Elsinore Outlet Center. The store specialized in business attire.

Sales Clerk

Provided sales consulting to customers interested in buying retail clothing. Utilized good interpersonal skills to promote staff teamwork and to encourage customers to purchase our products.

EDUCATION:

MT. SAN JACINTO COLLEGE, Menifee, CA 9/99 - 12/01

Earned an Associate Degree in Multimedia, overall GPA - 3.5.

Multimedia courses included training in Adobe Premiere, Photoshop, Flash 5, Dreamweaver and Alias/Wavefront Maya.

**COMPUTER
SKILLS:**

Illustrator, Photoshop, Word and Excel

**SOCIAL MEDIA
SKILLS:**

Twitter, Instagram, Facebook and Snapchat