

Jeremy Jarratt

Clerical/Office Worker

jeremy.jarratt@gmail.com

6750 Shenandoah Dr Apt 2 Florence, KY 41042

859.918.5859

EXPERIENCE & EMPLOYMENT HISTORY

Sales Associate

McCutcheon Music

Sales, rentals, and minor servicing of musical instruments

1/2009 – 5/2009

Centerville, OH

Web Developer Consultant

Robert Half Technologies

Designing and developing Web sites and applications for a variety of clients.

4/2008 – 11/2008

Dayton, OH

Internet Services Representative

Victoria's Secret Direct

Fielded calls and e-mails, did technical and billing troubleshooting, maintained customer records. Also built and maintained Bath and Body Works company intranet site.

9/2004 – 11/2007

Kettering, OH

Customer Service Representative

GE Consumer Finance

Answered phones, maintained customer records, worked with JC Penney credit card holders.

11/2003 – 9/2004

Kettering, OH

Customer Service Representative

Assurant Group, Inc.

Answered phones, maintained and updated database; worked with home mortgage and hazard insurance issues.

4/2002 – 6/2002

Springfield, OH

Customer Service Lead Representative

Powertel, Inc.

Supervised 15-20 employees, handled escalated calls, trained employees, ran call center reports, did technical & billing troubleshooting.

3/1999 – 9/2000

Jacksonville, FL

Customer Service Representative

Citibank Universal Card Services

Answered phones, managed customer accounts including detailed notation of contacts, account maintenance and billing assistance and troubleshooting.

9/1998 – 11/1998

Jacksonville, FL

Customer Service Cube Leader

Accustaff, Inc./AT&T Wireless Services

Mentorship position involved coaching of personnel, managing accounts, troubleshooting, and handling calls.

2/1997 – 8/1998

Jacksonville, FL

EDUCATION

Wright State University

Coursework

Classes taken include Creative Writing, English, History, and Practical Mathematics.

Fairborn, OH

8/1990 - 3/1991

Tecumseh High School

Diploma

Majored in English and Music. Elected Senior Class President.

New Carlisle, OH

June 1990

SKILLS

- MS Windows
- Mac OS
- Unix/Linux OS
- NeXT OS
- Mainframe
- dumb terminals
- 3270 emulators
- MS Office
- Word
- Excel
- PowerPoint
- Outlook
- Lotus Notes
- Remedy AR
- PhotoShop
- GIMP
- Paint Shop Pro
- HTML, XHTML
- CSS
- PHP
- MySQL
- Flash

ADDITIONAL INFORMATION

I have been commended for attendance, communication skills, and being self-motivated, as well as for being helpful to others and taking a very "team-oriented" approach. I learn new skills and techniques easily and am excellent at finding and developing process improvements.