

Cynthia J. Farmer

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Objective: Position as **Resident Manager**, utilizing my education, military and civilian experience, and skills in office management, data entry, communication, internet research, accounting, and customer relations.

Customer Service and Sales:

§ Answered 70-80 in-coming calls daily assisting customers with account issues such as billing, performed technical troubleshooting on services and products, and set up work orders and service calls.

§ Informed customers on medicine prescriptions and dosages and described short and long-term medical treatments and preventive medicine for customers.

§ Assisted doctor practitioner with medical exams, laboratory procedures, surgeries and after-care on animals.

§ Proficient order taking and cashier procedures.

§ Assisted the Church of the Nazarene and the American Red Cross in Slidell, LA, and Searcy, AR, with Hurricane Katrina Relief.

§ Volunteered at the Searcy Animal Shelter.

Communication and Computer Skills:

§ Conducted research, performed inventories, and drew conclusions on accountable items such as controlled drugs and ammunition.

§ Proficient with Microsoft Word, Excel, Access, and PowerPoint.

§ Accurately able to keyboard (45 wpm)

§ Created and maintained paper and electronic files for customers.

§ Wrote memos, reports, and business letters.

§ Learned and enjoyed working as a team to achieve a company's goal

and standards.

§ Earned A's in Interpersonal Communications, Micro Computer Applications, and in Business Communications.

§ Commended by employers for the ability to learn computer programs quickly.

Organizational and Management Skills:

§ Managed a 250 unit storage facility and solely ran day to day operations while maintaining grounds and premises.

§ Managed small veterinary clinic and office of four employees.

§ Taught and assisted in job training.

§ Performed health inspections of the Military Working Dog Kennels and the Military Equine Center.

§ Scheduled and created calendars for job-training, inspections, and clinic times.

§ Performed controlled drug, pharmacy, and ammunition inventories.

§ Performed first-line inspections on wood flooring pieces for manufacturing malfunctions and defects as part of quality control.

Education:

Oklahoma City Community College, Oklahoma City, Ok, Associate in Business Management, expected June 2009, GPA in major 3.2 (4=A)

Arkansas State University, Beebe, AR, Associate of Applied Arts in Business, GPA in major 3.3 (4=A)

United States Army Medical School for Animal Care, Fort Sam Houston, TX, Certificate of Completion achieved in September 1997

United States Army Ordnance School, Redstone Arsenal, AL, Certificate of Completion achieved in May 1995

United States Army Basic Training, Fort Jackson, SC Certificate of Completion in February 1995

Employment:

Feb 2009- Present, West Conway Mini-Storage and Uhaul, Conway, Ar

Feb 2009-Present, America's Best Value Inns & Suites, Conway, AR

Jul 2008-Feb 2009, SysCo Self Storage, Midwest City, OK

Sept 2006-Sept 2008, Convergys, Moore, OK

June 2005-August 2006, Wendy's, Searcy, AR

June 2003-March 2005, Armstrong Wood Flooring, Searcy, AR

October 2001-June 2003, Wal-Mart, Conway, AR

May 2001-October 2001, Cingular Wireless Call Center through StaffMark, Little Rock, AR

November 1994-April 2001, United States Army, Fort Benning, GA; Yougsan, Korea; Travis AFB,