

Kathleen Cavanagh
615 Central Avenue #204 Alameda, CA 94501-3839
Telephone: 510-861-8815 E-mail: kcavanagh@peralta.edu

Summary: Strong organizational and problem solving skills. Ability to focus on details while maintaining an overview. Effective, creative and enthusiastic team player, who also enjoys working independently.

Skills Summary: Customer service; general office skills; training, scheduling; hiring/terminating employees; accounting/bookkeeping; Mac & PC experience: Microsoft Word, Excel, FileMaker Pro and have dabbled in Power Point.

Experience:

Job Title: Front Desk Receptionist

Employer: Peralta Community College District/East Bay Works/Alameda One Stop Career Center, 555 Appezzato Memorial Pkwy, Alameda, CA 94501

Length: November 2009 to Present

Duties: Greet customers, answer phone lines, answer questions, scan cards and enter information in VOS database, give orientations, file, copy, print items, keep track of use of equipment, give typing tests, prepare monthly calendars, update schedules, design flyers, perform all other tasks as assigned.

Job Title: Senior Employment Aide

Employer: Assets - S.E.O.P., 150 Frank Ogawa Plaza, Suite 4353, Oakland, CA 94612

Length: April 16, 2009 to November 2009

Duties: Refresh job skills

Job Title: Information Booth Clerk

Employer: The Grand Bazaar, West Palm Beach, FL

Length: 1 year 6 months

Duties: Direct customers to appropriate vendors; distribute vouchers; enter customer information in Microsoft database; make announcements; contact (via 2 way radios) maintenance and security personnel; sort and distribute vendor mail; answer phone as needed.

Job Title: Program Coordinator/Manager

Employer: Community Connection, 300 Harvey West Blvd, Santa Cruz, CA 95060

Length: 14 years 8 months

Duties: Managed *Custom Mailing Service*, a bulk mailing service (that is part of a sheltered workshop serving adults with mental illnesses). Effectively prioritized and organized workload in a constantly changing environment to meet daily, weekly and monthly schedules. Trained, supervised and evaluated thirty employees. Performed general accounting procedures, inventory controls, time studies, pricing, purchasing and invoicing customers. Bid, negotiated and secured contracts to expand services. Conducted customer transactions in a friendly, courteous and expedient manner.

Job Title: Assorted Positions

Employer: Assorted Businesses

Length: 17 years

Duties: Managed Veterinary office of Dr. Joseph Ramaeker, Santa Cruz, CA; part owner of ASAP Typography, Santa Cruz, CA; customer service at McDonald's, Santa Cruz, CA; made and sold pottery, Mill Valley, CA; taught wheel throwing at The Clay People, Chicago, IL; Data Entry Clerk at Arco Chemical, Chicago, IL; Managed small restaurant Tiburon, CA

Job Title: Food Service Supervisor

Employer: Post Houses, Inc. (Greyhound Inc.) San Francisco, CA

Length: 2 years

Duties: Worked throughout the West Coast with district managers on training and evaluating individual Post Houses managers and sites.

Job Title: Food Service Supervisor

Employer: San Francisco State College, San Francisco, CA

Length: 2 years

Duties: Shift Supervisor at *The Commons*, which included a cafeteria, coffee shop and faculty dining room.

Education: A.A.S. Food Service Management, SUNY at Delhi, N.Y.
32 units Liberal Arts, Cabrillo College, Aptos, CA

References: Available upon request