

# Jolene Jones

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**Objective:** To obtain a part-time evening weekend serving position as a second job, that will utilize my strong customer service skills to contribute to a successful team work environment in providing the ultimate dining experience.

**Experience:** 7-8-03 to Current Pacific Municipal Consultants (dba Rancho Cordova, CA  
PMC) (Telecommute)

## **Administrative Assistant**

Administrative support professional offering versatile office management skills and proficiency in Microsoft Office programs. Strong planner and problem solver who readily adapts to change, works independently and exceeds expectations. Able to juggle multiple priorities and meet tight deadlines without compromising quality.

- Project Management for Executive Assistants
- MS Office for Professional Staff
- Electronic Presentations for Business Professionals
- Keyboarding and Document Formatting
- Communication Skills for Executive Assistants
- Professional Office Procedures
- Microsoft Office Specialist (MOS), 2007
- Administrative Team Manager
- Marketing Coordinator
- Internal Service Provider to 150+ Environmental Consulting Associates

04-15-08 to 01-01-10 Victorian Cafe Bend, OR

## **Back Server**

- Provided excellent customer service to customers in an extremely popular high end breakfast restaurant (weekends only).
- Worked well as a team player to create a great work atmosphere with a smooth work flow in an extremely high volume restaurant environment.
- Dedicated to providing back up to Servers in all aspects from seating customers, providing drinks to customers (full bar pouring experience), and serving meals.

01-15-02 to 5-15-02 Denny's Restaurant Rancho Cordova, CA

## **Server**

- Provided excellent customer service to customers.
- Worked well as a team player to create a great work atmosphere.
- Dedicated to work and providing an excellent dining experience.

08-11-97 to 08-12-01 United States Navy San Diego, CA

## **Information Systems Technician – Help Desk Shift Supervisor**

Provide networking/desktop support and perform mainframe and account maintenance tasks. Earned commendations for teamwork, flexibility and work excellence in providing IT support to 3,000 + officers and enlisted personnel. Handled technical troubleshooting within a shipboard environment, including system crashes, slow-downs and data recoveries. Engaged and tracked Priority I issues, with responsibility for the timely documentation, escalation (if appropriate), resolution and closure of trouble tickets.

