

## Deborah Broughton Davis

### **QUALIFICATIONS**

Talented trouble-shooter with systematic assignment approach and problem solving; leadership and supervisory ability; proven customer service skills; excellent organization, evaluation, and communication skills.

Superior grammar, spelling, and telephone skills; data entry, good math skills. Challenges welcomed. Dedicated to consistent improvements benefiting employer.

### **WORK HISTORY**

#### **Retired 2020**

#### ***Answering Service of Woodstock 1995-2020***

(Other company names: Woodstock Answering Service, A Perfect Answer)

Operator: taking, pursuing, and delivering messages as directed by varying clientele, requiring a keen ear, judgement, communication and ability to remain calm in emergency situations, and following instructions.

#### ***Various Temporary 1995-1997***

Temporary assignments of varied clerical duties through several temporary agencies, concurrently with job listed above. Express Personnel, Temps & Co. (Accustaff).

***American Heritage Fundraising 1995*** Data entry through peak sales period, customer service, research. Seasonal position. The company is no longer in operation. Supervisor Judy Ward.

#### ***Klein and Company 1993-1995***

Customer service, invoicing, data entry, sales evaluation and reporting.

Computerized several reports increasing efficiency. Supervised by Kenneth Smith.

#### ***YKK, U.S.A., Inc. 1990-1993***

Customer service, order processing, data entry, purchasing and inventory. Supervised coworkers in daily operation of department. Supervised by Arima Matsuoka

#### ***Primedica 1988-1990***

Accounts payable vendor relations, account reconciliation, claim research and resolution. Immediate supervisor Deborah Shadrix and some duties were supervised by Ms. Karen Wood, Esq.

### **EDUCATION**

Diploma, Cass High School,

Certificate, H&R Block Tax Course, 1985

Paralegal Certificate, Kennesaw State College, 1991

Earned paralegal certificate with an A average while working a full-time job and a part-time job to fund the course

### **OTHER EXPERIENCE**

Personal Transport-Safety, permitting, fuel taxes; B & H Transportation- Office manager, fuel taxes, dispatch; American Trailer Haul - Customer service, dispatch; Hardee's of Canton - Cook, kitchen supervisor; Internal Revenue Service- Seasonal data transcriber; Canton Textile Mills - Weaver/instructor.

References available on request.