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| **Erica Nelson**  |
| 202 Coffman St, Portia , Ar 72457 · erica.nelson@hoxie.nesc.k12.ar.us · Tel: 870-637-3631  |

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| **Personal Statement**  |
| "I am a hard working, punctual and clearly dedicated individual who has the determination and will to always do what is needed. Although I have almost three years of experience in the Education field, I love to learn, and am always up to a challenge. I do have one year experience with customer service, answering telephone calls, computer work, and problem solving through Startek .I get along great with others, but do work effectively alone. I am seeking a position where I can develop and excel while giving my best to an employer. "* People person
* Hard-working
* Eager
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| **Work Experience** |
| **Paraprofessional**  | (Sep-2010 - Present) |
| **Hoxie Elementary School**, Hoxie, Ar  |
| This is my third school year at Hoxie Elementary. Last year I worked in the elementary office which included answering the phone, transferring call, filing, making copies, computer work and much more. This year I am a paraprofessional/teachers aide for an ALE classroom. I do interventions with children, grade paper and assist the teacher.  |
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| **Customer Service Rep.**  | (Jul-2009 - Aug-2010) |
| **Startek**, Jonesboro, Ar  |
| My duties were answering telephone calls, working on a computer to resolve issues with each customer. Developed great customer service skills, and learned how to handle tuff situation over the phone.  |
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| **Education** |
| **High School Diploma Hoxie High School**, Hoxie, Ar  | (Aug-2006 - May-2008)  |
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| I graduated an Honor Grad. Top 10 in my class.  |

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| **Some College Black River Tech**, Pocahontas, Ar  | (Aug-2010 - Jan-2011)  |
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| I have some college hours completed. Most of which are my basics, I am going to start back to college summer 2013 with some online classes to further my education.  |

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