|  |  |  |  |
| --- | --- | --- | --- |
| |  | | --- | | **Erica Nelson** | | 202 Coffman St, Portia , Ar 72457 · [erica.nelson@hoxie.nesc.k12.ar.us](mailto:erica.nelson@hoxie.nesc.k12.ar.us) · Tel: 870-637-3631 | | |
|  | |
|  | |
| **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 | |
|  | |
|  | |
| **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. | |
|  | |
| **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. | |
|  | |
|  | |
| **Education** | |
| **High School Diploma  Hoxie High School**, Hoxie, Ar | (Aug-2006 - May-2008) |
| |  | | --- | | I graduated an Honor Grad. Top 10 in my class. | | |
|  | |
| **Some College  Black River Tech**, Pocahontas, Ar | (Aug-2010 - Jan-2011) |
| |  | | --- | | 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. | | |