MELISSA bICKERS

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| 1825 hWY 349\*jONESBORO, AR 72404\*CELL: 870-530-3840 | | |
|  |  |
| Experience | | |
|  | **2009 – Present** **Hedger Brothers, Inc.** Jonesboro, AR  Office Assistant  Maintain employee files, process payroll, setup and maintain current employee and new employee payroll files, process child support payments and garnishments.  Assist customers with accounts receivable payments. Maintain payroll accounts payable accounts.  Type bid letters and miscellaneous letters for the company. |
|  | **2008 – 2009 StarTek** Jonesboro, AR  *Agent*  Answered phone, assisted customers with AT&T Mobility accounts concerning cell phones and cell phone bills, provisioned accounts with features, troubleshot issues with cell phones or network issues, took payments, assisted with upgrades on cell phones, transferred calls to correct departments for further assistance if needed. |
|  | **2006 – 2008 Kraft Foods, Post Cereal Division** Jonesboro, AR  Technician  Performed quality tests on finished food product, operated forklift, operated and monitored machinery for food flow, responsible for keeping records of productivity, cleaned machinery in between food runs, maintained communication with other production areas to ensure quality product, worked in a team environment.  **2005 – 2006 Target** Jonesboro, AR  *Cash Office Clerk/Cashier*  Prepared bank deposits, data entry, answered phone, operated cash register.  **2004 – 2005 Country Mart** Jonesboro, AR  *Office Manager*  Prepared bank deposits, processed business paperwork, data entry, answered phones, processed Western Union transactions, sold money orders, supervised cashiers, fax, file, operated cash register. This was a part time position I worked nights while working days at Lowe’s.  **2001 – 2005 Lowe’s** Jonesboro, AR  *Cash Office Clerk/Customer Service*  Prepared bank deposits, process business paperwork, answered phones, assisted customers with accounts receivable and credit card payments, fax, file, operated cash register, data entry, return desk.  **1997 – 2001 Country Mart**  Jonesboro, AR  *Office Manager*  Prepared bank deposits, processed business paperwork, fax, file, answered phones, processed Western Union transactions, data entry, sold money orders, supervised cashiers, and operated cash register. |
| Education | | |
|  | **1996 – 1997 Delta Technical Institute (now ASU)** Marked Tree, AR  Diploma – Data Processing  Data Processing and Accounting courses, FBLA Club, award for Student of the Year.  **1979 – 1983 Valley View High School**  Jonesboro, AR  Diploma  Typing, FHA and FBLA Clubs  **1981 – 1983 Jonesboro Area Vo-Tech** Jonesboro, AR  Certificate - Commercial Foods  Completed 2 years of Commercial Foods courses which included home and restaurant style preparation, cooking, and safety courses. |
| skills | | |
|  | * Microsoft Word, Excel, PowerPoint * Postage Machine, Calculator, 10-key, type 55-60 wpm, fax * Windows Vista, Windows XP, Windows 98, Windows 95 * TELNET software for accounts receivable, accounts payable, and payroll. |

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REFERENCES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Trina Smith**

4912 Prospect Rd, Jonesboro, AR 72401

931-9834 (H) or 761-6211 (C)

Liberty Bank Teller

**Joyce Files**

46 S Craighead 106, Jonesboro, AR 72401

219-8382 (C)

RN for Dr. Isaacson at NEA Clinic

**Phyllis Armstrong**

3516 Sunwood

Jonesboro, AR 72401

219-8350 (C)

Clean Solutions