



**JILLIAN R.
OEHLERKING**
**Administrative & Customer
Service Specialist**

**MRSRODTEG@GMAIL.COM
JILLRODIFER.COM
815-312-2962**

Dear Sir or Madam;

Thank you for taking the time to review my resume, and consider me for employment with your organization. I believe I have the necessary skills you are looking for in several key positions including:

- Phone Representative
- Quality Assurance
- Technical Support
- Administrative Assistant.

For the past several years I have held various positions that have provided me with a wealth of experience and expertise that I believe would be a great asset to your company. As indicated in my attached resume I have worked in the call center field since December of 2003 and for an IT support company since January of 2003.

I am well versed in a multitude of software titles; including various key Microsoft programs and I feel right at home in front of a keyboard and mouse. I can type more than 80 words per minute with a high accuracy rate. Most importantly, I enjoy interacting with people whether it is over the phone or face to face, and I personally believe that excellent and personal customer service is the most important asset any company can have.

I am excited at the prospect of joining your team in any capacity you feel I would be best suited. Thank you very much for your kind consideration and I look forward to hearing from you soon.

Sincerely,

Jillian R. Oehlerking



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OBJECTIVES

Like most people, the main objective in my life, as well as my career is to be successful, and to make a difference. My experience, education, and skills have given me a deep understanding of customer service, and I enjoy helping others. I love to learn new skills and I thrive on challenges. I am always ready to put my nose to the grindstone. I hope one day to be able to look back on my life and know that I made a difference in an organization and the work that I have done was beneficial and appreciated.

EXPERIENCE

West At Home (Nov 2009 – Present)
Omaha, Nebraska
Agent

My duties are to provide the best possible customer service while efficiently completing an accurate order or application. I am to provide pleasant, non aggressive communication while showing a deep understanding and knowledge of the product and services.

West Corporation (May 2005 – Nov 2009)
Loves Park, Illinois
Agent

Very similar to my duties at WAH, my duties are to provide the best possible customer service while efficiently completing an accurate credit application. I am to provide pleasant, non aggressive communication while showing a deep understanding and knowledge of the product.

VotalT Inc. (Jan 2003 – Present)
Rockford, Illinois
Director of Standards

My duties at VotalT are very broad, first and foremost I make sure everything works the way it's supposed to. I check spelling, grammar, and standards compliance. I also do basic office work.

I have acted in and voiced two commercials for VotalT you can find them by visiting the website at VotalT.com and going to "Portfolio" and then clicking on "Video Samples".

CAMCO (Dec 2003-Dec 2004)
Rockford, Illinois
Collector

When at Capital Acquisitions & Management Company, I was responsible for collection delinquent debts. I would accomplish this by creating letters and written communication with clients, as well as phone contact. I would also send faxes and keep accounts maintained.

SKILLS, HOBBIES, AND INTERESTS

Skills

Microsoft Windows (All Versions)
Microsoft Office (All Version)
Microsoft Expression Web

I have experience in several other titles, please contact me for more information on this subject. I am a quick study with new applications,

Hobbies & Interests

I have a wide variety of interests and hobbies. My husband and I collect Trivial Pursuit games, swords, and technology. I enjoy website creation, listening to music, and watching movies. My pets are important to me, and I enjoy spending time with them and taking care of them.

In my spare time I like to study. I have often dreamt of becoming a career college student and my first courses of study would be in the



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and enjoy learning.

physical sciences.

PERSONAL REFERENCES

NAME	COMPANY	POSITION	PHONE
Cyrus Zimmerman	Honeywell Inc,	Retired tool & Die Maker	(952) 938-0086
Nancy Zielinski	Pacific Railroad	Retired conductor	(931) 636-4995
Kimberly Kuta	Keystone Mortgage Emporium	Loan Originator	(815) 344-9510

PROFESSIONAL REFERENCES

NAME	COMPANY	POSITION	PHONE
Ted Rodifer	VotalT, Inc	Lead Design Coordinator	(815) 312-2962
Jeffrey Worden	West Corporation	Supervisor	(815) 222-2196
Lee Rookstool	West At Home	Team Lead	(866) 214-8068

More references available upon request.