

IRENE CALLISON
560 N Main Street
Independence, OR 97351
Home (503) 838-2225

OBJECTIVE:

A position where I can use my proven analytical skills and customer service abilities.

SKILLS AND EXPERIENCE:

- Credit card fraud investigating
- Customer service representative
- Compilation and reporting of statistical information
- Strong telephone skills, service orientation, attention to detail
- Design and implementation of office processes and procedures
- Purchase office supplies and equipment, controlling cost and maximizing value
- Software: PC and Macintosh, including Windows, Word, Excel, Access, PowerPoint, Outlook, WordPerfect, Corel Draw, Clientele, Assist
- Typing: 60 wpm, Shorthand: 80 wpm

EMPLOYMENT HISTORY:

9/00 - Present Homemaker

11/99 - 8/00 **800.com**, Portland, OR
Customer Service Representative 2, Fraud Investigation

8/95 - 10/99 **Temporary Services**, Portland, OR; Vancouver, WA
Secretary

9/94 - 4/95 **Shantz/Hewitt & Associates**, Beaverton, OR
Administrative Assistant

7/92 - 7/93 **Intel Corp.**, Hillsboro, OR
Administrative Assistant

9/90 - 6/92 **Kelly & Olsten Temporary Services**, Beaverton, OR
Secretary

9/89 - 9/90 **Jewish Federation of Portland**, Portland, OR
Executive Assistant

1/85 - 4/89 **California Medical Association**, San Francisco, CA
Administrative Assistant

EDUCATION:

5/95 - 7/95 **Portland State University**, Portland, OR
Math 100, German, Freshman Inquiry

9/93 - 8/94 **Portland Community College**, Portland, OR
Speech 100, Writing 121, Math 20-90, CIS 122 (Visual Basic)

1985 **Stone School of Business**, New Haven, CT
Executive Secretarial Certificate

1985 GED