

Balynda L. Marshall

bbeautify1@yahoo.com

Customer Service Professional

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- Profile**
- More than 20 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting.
 - Excellent working knowledge using IBM, Microsoft Excel, WordPerfect, Microsoft Word.
 - Ability to train, motivate, and supervise employees.
 - A team player, acknowledged as "Total Quality Customer Service Professional."
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Employment *San Diego City College School District* *2009 – 2013*
Facilities Assistant

- Work with 2-4 Facilities Assistants assessing property for repairs and maintenance.
- Scheduled work orders for necessary repairs.
- Maintained files and paperwork on computer

San Diego City College School District *2006-2008*

Student Support

- Worked in EOPS Financial Aid office assisting students with applications and individual files and paperwork
- Maintain files and appropriate paperwork for files
- Did office correspondence and answer incoming calls

Spherion/Smart Staff

Customer Service Specialist

2004-2006

- Worked at various locations; Kaiser Hospital, Flowers Express, Ace Parking
- Did Heavy Customer Service
- Maintained the garages with general upkeep

U S Navy

Administrative Assistant and Shuttle Driver

1997-2001

- Worked at several military commands providing administrative assistance according to military specifications
- Drove Shuttle bus for military enlisted and dependents

California State Board of Equalization

Sales Tax Technician

1993-1996

- Assisted hundreds of business owners with business sales tax
- Revamped a tax procedure and trained fellow employees
- Provided Heavy customer service and Office Assistance

Education *San Diego City College* *2012*
Associate in Arts: English Literature & Black Studies

Restart Program

Property Management Training and Internship
2013

References Furnished Upon Request

References

San Diego City College

1313 Park Blvd. San Diego, CA 92101 619-388-3501

Supervisor; Myrtle Silas Title- Student Services Supervisor

Educational Cultural Complex

4343 Oceanview Blvd. , San Diego, 92104 619-388-4841

Supervisor; Lorenzo Forest Title-Facilities Regional Officer

Spherion Temporary Services

6480 Weathers Place, ste., 100 San Diego, CA. 92108

Supervisor; Daniella Title- Placement Specialist

US Navy- Naval Air Reserve

NAS North Island, CA. 92118 619-545-1011

Supervisor; Jeannette Williamson Title- Facilities Supervisor/Budget Supervisor

State Board of Equalization

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Supervisor; Debbie Hadje