

# Anna Bosworth

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## Overview of Qualifications

- ☑ Accomplished professional with 8+years of experience in Customer Service and Sales.
- ☑ Expert at all aspects of ensuring excellent customer service by providing necessary information, resolving problems and supervising employees.
- ☑ Experienced in supply/logistics operations, inventory control, and security programs.
- ☑ Skilled in process improvement tools and administrative support.
- ☑ Proactive problem solver with excellent interpersonal skills; fluent in Spanish.
- ☑ Highly adaptable to ever changing circumstances within a demanding environment.

## PROFESSIONAL EXPERIENCE

US Army, Boston Air Field, MA

**Preventive Dental Specialist** • Apr 2008 - Sept 2010

- Identified and charted conditions of decay and disease for diagnosis and successful treatment.
- Examined gums to locate periodontal recessed gums and signs of gum disease.
- Organized dental health clinics for community groups to augment services of dentist.
- Applied fluorides/other cavity preventing agents to arrest dental decay; developed x-ray film.
- Coordinated and supervised 20 employees; scheduled work hours.
- Monitored and evaluated work progress to improve operations efficiency.
- Provided clinical services and education to improve and maintain oral health of school children.

US Army, Fort Creed, MA

**Supply/Logistics Operations Specialist** • Feb 2007 - Apr 2008

- Counted, sorted, issued and collected dental instruments, materials, and medical supplies.
- Maintained perpetual supply inventory; listed items needed to replace stock.
- Coordinated the maintenance of high value items, equipment and supplies.
- Delegated work responsibilities to employees to ensure high productivity.
- Prepared and submitted reports, using MS Office and military database software.

SecuTrade Inc., Fort Lewis, WA

**Security Officer** • Oct 2004 - May 2005

- Protected government property, facilities and equipment against trespassing, sabotage theft, fire and espionage.
- Searched vehicles, cargo and other illegal items; determined persons' rights to enter areas.
- Enforced badge exchange procedures; provided general security and safety regulations.
- Provided assistance and granted visitor passes through a computer centralized system.
- Verified that all documents (vehicle registration, insurance policies, etc.) were valid.

Training Center, Boston, MA

**Receptionist/Front Desk Agent** • Aug 2002 - Nov 2002

- Maintained appointment calendars by scheduling appointments and updating information.
- Scheduled interviews; run interviews to select most fitting candidates.
- Provided assistance with the hotel's day-to-day operations.
- Identified and resolved customer complaints.
- Received payment and recorded receipts for services.

Grow Sales, Boston, MA

**Cashier/Customer Service Specialist** • Mar 2002 – Jul 2002

- Served as the company's only bilingual Spanish-English customer service representative, ensuring excellent customer service and support to existing and potential clients.
- Computed accurate sales prices for purchase transactions.
- Received payments by cash, check, credit cards; issued receipts, refunds, credits.
- Counted money in cash drawers to ensure the amounts were correct.
- Review weekly sales reports for the sales department to track success.
- Generated sales and inventory Excel reports.

#### EDUCATION

Boston University, Boston, MA

**Bachelor of Business Administration** • 2003

#### SKILLS & PROFICIENCIES

- |                             |                           |
|-----------------------------|---------------------------|
| • MS Office Suite           | • Decision Making         |
| • Communication Skills      | • Analytical Thinking     |
| • Organizational Leadership | • Flexibility             |
| • Multi-Tasking             | • Planning & Prioritizing |

#### REFERENCES

Available Upon Request.