

Laura Bittenbender

Capabilities & Experience:

Customer Service

- Demonstrated excellent customer service skills
- Polite, respectful communicator with an outgoing personality
- Re-shelved items for library patrons to access

Clerical

- Successfully operated copier, fax and multi-line phone system
- Accurately entered data
- Accurately filed
- Operated Microsoft Word
- Responsible for making bank deposits

Production

- Collated, assembled, labeled and packaged various items
- Capable of working independently or as part of a team

Employment:

Production Worker – Cottonwood, Inc. – Lawrence, KS	4/02-present
Video Clerk - Lawrence Public Library – Lawrence, KS	8/07-4/11
Secretarial Assistant - KLWN/KLZR - Lawrence, KS	7/05-9/06

Education:

The Helping Hand of Goodwill Industries - Lawrence, KS Computer and Customer Service training	2001
Kansas Legal Services - Topeka, KS Emphasis in Microsoft Windows 95/Microsoft Office 97	1999
Kaw Valley Vo-Tech-Topeka, KS Training as day care helper and kitchen assistant	1996
Lawrence High School - Lawrence, KS	1994