

Welcome

to

CRHA's Resident Services Department

[About Us](#) | [Staff](#) | [Goal](#) | [Services](#) | [Resources](#)



“Our Community’s greater assets are our residents, because without our residents there is no community.”

[About Us](#) | [Staff](#) | [Goal](#) | [Services](#) | [Resources](#)

Resident Services

The Chesapeake Redevelopment and Housing Authority's (CRHA) Department of Resident Services is built on the premise that all economic, educational, health and family issues must be addressed concurrently. A [resident programs manager](#), two [self-sufficiency coordinators](#), a [youth coordinator](#), [educational/technology coordinator](#), and [administrative assistant](#) work as a team to address the following areas: problems, barriers, and solutions.

Providing supportive services and programs for our Public Housing Community residents and Housing Choice Voucher participants



Mary Nelson, Resident Programs Manager

Romaunda Christian, Family Self-Sufficiency Coordinator

Michele Johnson, Family Self-Sufficiency Coordinator

Baron Freeman, Youth Services Coordinator

Mike Barkley, Educational/Technology Coordinator

Heather Pinkerton, Administrative Assistant

Please feel free to call us at (757) 233-6900.

“Never too busy to follow-up on the small things. Every job is a self portrait of those who do it.”

[Top of Page](#)

Goal

The Chesapeake Redevelopment and Housing Authority's (CRHA) goal is to bring together a comprehensive approach to address the wide spectrum of residents' needs and to provide a means by which CRHA can form partnerships with residential leaders, private and public agencies and the broader community to promote economic empowerment. Direct and indirect services are provided to assist with residents becoming self-sufficient.

Our goal is to help residents become self-sufficient



FSS participant and her new home



[Top of Page](#)

Direct Services



Girls Basketball
(Not pictured Boys
Basketball)

Judo Class



Job Fairs

What We Provide

Access to information, resources,
programs and services

[Click here for a complete listing of direct and indirect services offered through Resident Services.](#)



“Small actions can make a huge difference—
even an ocean started by a drop of water.”



Back to School Bash

Annual Empowerment Conference



Family Day Reception



Computer classes

[Top of Page](#)

All Services

Direct services provided by CRHA staff or contracted services:

- Computer training
- Job readiness training
- Career counseling
- Youth sports, summer and after-school tutorial program/youth development
- Family Self-sufficiency program
- Personal Financial Management, Credit counseling repair
- Home maintenance
- GED preparation
- Self-esteem group
- Family counseling
- Money management
- Home visits
- Personal (1:1) Counseling
- Substance abuse personal counseling

Indirect services provided:

- Opportunity, Inc. Job training, career counseling
- Virginia Cooperative Extension Services – Community education
- Tidewater Builders association (TBA) – Apprenticeship program, skills/trade
- Internal Revenue Service (IRS) – Free income tax preparation
- Sentara Family Care – Insurance for children
- Community Service Board – community education and awareness
- Social Services – provides financial and social services to families or individuals
- YMCA – provides community based programs
- Tidewater Community College – job training programs
- Teen Power – male and female mentor group that serves as an alternative to prevention program
- Church of the Phillipians - GED preparation
- Judeo – youth development
- Youth Entertainment Services (YES) – youth development
- Community Resource Network – Community Resources
- Woodland Heights Baptist – food baskets
- Cannon Baptist – food baskets
- Salvation Army – toys for Tots
- Mansonic Temple-Newport News – food baskets
- Apostle Lutheran Church – food baskets
- Boy Scouts of America – community service
- The Urban League of Hampton Roads – AIDS Education, Job Assistance and Education Information
- Chesapeake Community on Youth Services – youth development
- Chesapeake Public School System - education

Resident Services Resource Page

- [Employment](#)
- [Education](#)
- [Health](#)
- [Agencies and Services](#)
- [Financial](#)
- [Consumer](#)
- [Community Resources in the Tidewater Area](#)

[Top of Page](#)

Employment

- [Job Listings](#)
- [Resumes](#)
 - [Resume Formats](#)
 - [Common Resume Blunders](#)
 - [How to write a good Job Objective](#)
 - [Build a Cover Letter](#)
 - [Sample Cover Letter](#)
 - [Sample Resumes](#)

Education

- [Old Dominion University](#)
- [Norfolk State University](#)
- [Christopher Newport University](#)
- [Tidewater Community Collage](#)
- [Colleges and Universities in Virginia](#)
- [Tidewater Builders Association](#)
- [The Stop Organization](#)
- [Virginia Wesleyan College – Adult Studies Program](#)
- [Virginia Tidewater Consortiums](#)

[Main Menu](#) | [Top of Page](#)

Health

[Hospitals in Virginia](#)

[Main Menu](#) | [Top of Page](#)

Agencies and Services

- [Housing and Urban Development](#)
- [City of Chesapeake Homepage](#)
- [City of Chesapeake Human Services](#)
- [City of Chesapeake Community Services Board](#)
- [City of Chesapeake Social Services](#)
- [Virginia Department of Social Services](#)

[Main Menu](#) | [Top of Page](#)

Financial

- [Debt Consolidation Calculator](#)
- [Harbour Credit Counseling](#)

[Main Menu](#) | [Top of Page](#)

Consumer

- [The Better Business Bureau of Hampton Roads](#)
- [Hampton Roads Chamber of Commerce](#)

[Main Menu](#) | [Top of Page](#)

Community Resources in the Tidewater Area

Agency	Description	Phone	Web Address
American Red Cross, Tidewater Chapter	A variety of services to the general public and specialized services to military families and veterans.	757/446-7700	http://www.arctidewater.org/
CANDII, Inc.	Comprehensive medical, educational, developmental, mental health, financial and social support services to children and their families affected by HIV/AIDS.	757/640-0929	http://www.wdh.state.va.us/lhd/chesapeake/chesapeake .
Chesapeake Care, Inc	Free primary health care to uninsured citizens. Income restrictions.	757/545-5700	chescare@pinn.net
Chesapeake Community Services Board	Administers mental health, mental retardation and substance abuse services for the citizens of Chesapeake. Some fees on a sliding fee scale.	757/547-9334	http://cityofchesapeake.net/services/depart/com-ser/com-ser.html
Chesapeake Division of Social Services	Protective Services, adoption, AFDC, Medicaid, Day care, transport assistance, foster care, employment services, housing assistance services to eligible residents of Chesapeake	757/382-2000	http://www.theplanningcouncil.org/tpcdatabase/iw0mdd98.htm
Chesapeake General Hospital	Provides a hospital to promote, maintain and restore health to Chesapeake and Southeastern Virginia area residents.	757/312-8121	http://www.chesapeakehealth.com/
Chesapeake Health Department	Provides health prevention, promotion and education for Chesapeake residents	757/382-8600	http://www.vdh.state.va.us/lhd/chesapeake/chesapeake.htm
Chesapeake Medical Society	Provides referral services to inquiring patients who are in need of a physician.	757/312-6192	http://www.chesapeakehealth
Children's Hospital of the King's Daughters, Inc.	Provides referrals to pediatric specialists, parenting programs, community education programs and support groups.	757/668-7000	http://www.chkd.com
Eastern Virginia Medical School AIDS Resource & Consultation Center	Offers medical education and access to care for people with HIV/AIDS.	757/446-6170	http://www.evms.edu/hivsrc/

Navy Family Services Norfolk	A variety of Navy Family Service Center courses and workshops	757/444-2102	http://www.theplanningcouncil.org/tpcdatabase/key165.htm
The Planning Council Child and Elder Care Answer Line	Provides resource & referral for child care and elder care services.	757/622-9268	http://www.plannedparenthood.org/affiliates/s
The Planning Council Crisis Line	Provides 24-hour telephone crisis intervention and suicide prevention services.	757/399-6393	http://www.theplanningcouncil.org/informat.ht
Tidewater Legal Aid Society	Provides free legal aid in civil (not criminal) cases for low-income residents of Norfolk.	757/627-5423	http://www.vlas.org/index.cfm?pagename=homepage
Tidewater Tech Contract Division	Provides a retraining program for dislocated workers into new career paths.	757/340-9701	http://www.theplanningcouncil.org/tpcdatabase/750ost86.htm
United Negro College Fund	A mind is a terrible thing to waste.	800/331-2244	http://www.uncf.org
Urban League of Hampton Roads, Inc.	Provides a non-profit, non-partisan organization that strives to promote equality of opportunity for African-Americans and other minorities through employment, housing, education, health, research, and actively advocates issues of public policy with promote such change.	757/727-0864	http://www.ulhr.org/index.php
Virginia Department of Rehabilitative Services, Norfolk Office	Provides vocational rehabilitation services including medical, psychological assessments, vocational counseling, vocational training, medical and psychological treatment required for a person with a disability.	757/858-6710	http://www.vadrs.org/offices/details.asp?key=33
Virginia Department of Social Services	Variety of Social Services	757/727-1946	http://www.dss.state.va.us/localagency/eastern.html
Virginia Independent Child Care Homes Ltd.	Provides training, guidance and support to child care providers, and offers referrals to day care providers at no charge	757/468-2643	http://www.geocities.com/v_i_c_c_h_a/

Employment Resource Page

Employment Listings

- [Chesapeake City job listings](#)
- [Virginia Employment Commission job listings](#)
- [HRTide.com job listings](#)
- [PilotOnLine.com job listings \(The Virginian Pilot\)](#)
- [Monster.com job listings](#)
- [Urban League of Hampton Roads Inc.](#)
- [Job Zone](#)

[Main Menu](#) | [Top of Page](#)

Resume Page

[Resume Formats](#) | [Resume Blunders](#) | [Job Objective](#) | [Cover Letter](#) | [Sample Resumes](#)

Resume Formats

The three major formats used by college students are Chronological, Functional, and Combined. Each format has particular advantages that you must consider as you prepare your resume. Choose a format that best emphasizes your skills and experiences, and relates to your job objective.

In a Chronological format, your employment history is arranged in reverse chronological order. Job titles and organizations are emphasized and a description of duties and responsibilities are included. This style demonstrates continuity and career growth while highlighting the names of past employers.

The Functional format highlights major areas of accomplishment and strength. Actual titles and work history are in a subordinate position and sometimes left off entirely. This style gives you flexibility in emphasis and eliminates repetition of job assignments.

In the Combined format, you capitalize on the best of both the Chronological and the Functional formats by emphasizing your skills first, followed by an employment history. A Combined format is especially useful if your employment history is not directly related to the job target, yet denotes responsibility and potential.

[Main Menu](#) | [Resume Menu](#) | [Top of Page](#)

Common Resume Blunders

Make sure your resume is top-notch by avoiding the top 10 resume blunders:

#1: Too Focused on Job Duties

One of the most prevalent resume blunders is to turn a resume into a boring listing of job duties and responsibilities. Many people even use their company job descriptions as a guide to developing their resumes. To create a resume that is a cut above the rest, you should go beyond showing what was required of you, and demonstrate how you made a difference at each company. Provide specific examples of how the company benefited from your performance. When developing your achievements, ask yourself the following questions:

- How did you perform the job better than others would have?
- What were the problems or challenges that you or the organization faced? What did you do to overcome the problems? What were the results of your efforts? How did the company benefit from your performance?
- Did you receive any awards, special recognition or promotions as a result of your performance?

#2: Objective Statement That Is Flowery or Too General

Many candidates lose their readers from the very beginning of the resume -- the "objective statement." The worst objective statements start with, "A challenging position that will enable me to contribute to organizational goals while offering an opportunity for growth and advancement." This type of statement is overused and too general, and therefore wastes valuable space. If you are on a career track, consider replacing the objective with a tagline, which is a statement of what you do or what your area of specialty is.

#3: Too Short or Too Long

Too many people try to squeeze their experiences onto one page, because they've heard that a resume should never be longer than one page. When formatting the resume to fit on one page, many job seekers delete their impressive achievements. The reverse is also true. Take the candidate who rambles on and on for pages about irrelevant or redundant experiences -- the reader will easily be bored. When writing your resume, ask yourself, "Will this statement help me land an interview?" Only include information that elicits the answer "yes" to that question.

The rule about the appropriate length of a resume is that there is no rule. Factors that go into the decision regarding length include occupation, industry, years of experience, scope of accomplishments and education. The most important guideline is that every word in the resume should sell the candidate.

#4: Use of Personal Pronouns ("I" and "me") and Articles ("an" and "the")

A resume is a form of business communication, which should be concise and written in a telegraphic style. There should not be any mention of "I" or "me" and only minimal use of articles. **Example:** *I developed a new product that added \$2 million in sales and increased the gross margin of the market segment by 12%.* **Should be changed to:** *Developed new product that added \$2 million in sales and increased gross margin of market segment by 12%.*

#5: Listing Personal or Irrelevant Information

Many people include their interests, such as reading, hiking, snowboarding, etc. These should only be included if they relate to the job objective. For example, if a candidate is applying for a position as a ski instructor, he or she should list cross-country skiing as a hobby.

Personal information, such as date of birth, marital status, height and weight, should normally not be included on the resume. There are several exceptions, however, such as some entertainment professionals and job seekers outside of the United States.

#6: Using a Functional Resume When There Is a Good Career History

One of the pet peeves cited by hiring managers is a candidate who describes his or her skills and achievements but doesn't connect them with a particular job. It is irksome not to see the career progression and the impact made at each position. Unless you have a resume emergency situation, such as virtually no work history or excessive job hopping, avoid the functional resume format. One of the most effective resume formats is the modified chronological type. Here is the basic layout:

- Header (name, address, email address, phone number)
- Lead with a strong profile section (detailing the scope of your experience and areas of proficiency)
- Reverse chronological employment history (emphasizing achievements in the past 10-15 years)
- Education (this might be moved to the top for new grads)

Other related topics include professional affiliations, community activities, technical expertise, publications/patents and languages spoken.

#7: Not Including a Summary or Profile Section That Makes an Initial Hard Sell

A summary section is one of the greatest tools that a job seeker has. Candidates who have done their homework will know the type of skills and competencies that are important in the position. The summary should demonstrate the skill level and experiences directly related to the position being sought. To create a high-impact summary statement, peruse job openings to determine what features are important to employers. Next, write a list of your matching skills, experience and education. These selling points can then be incorporated into the summary.

#8: Where Are the Keywords?

With the majority of large- and medium-size companies using technology to store resumes, the only hope a job seeker has of being found in an applicant search is the inclusion of relevant industry keywords. These do not have to be a separate section; rather, they can be sprinkled throughout the resume. A good way to determine keywords is to read job descriptions for positions that interest you. If you see industry buzzwords, incorporate them into your resume.

#9: References Available...

Employers know that if you are searching for a job, you should have **professional references**. So USE IT to signal the end of a long resume or to round out the page design.

#10: Typos!

One typo can land your resume in the garbage. Two typos or more, and your chances are greatly diminished. **Proofread, proofread, proofread**, and show your resume to several friends to have them proofread it as well. This document is a reflection of you and should be absolutely perfect.

[Main Menu](#) | [Resume Menu](#) | [Top of Page](#)

How to Write A Good Job Objective

1. Avoid job titles

Job titles such as "Secretary" or "Marketing Analyst" can involve very different activities in different organizations. The same job can often have different titles in different organizations and using such a title may very well limit your being considered for such jobs as "Office Manager" or "Marketing Assistant." It is best to use broad categories of jobs rather than specific titles, so that you can be considered for a wide variety of jobs related to the skills you have. For example, instead of "Secretary" you could say "Responsible Office Management or Clerical Position" if that is what you would really consider - and qualify for.

2. Define a "bracket of responsibility" to include the possibility of upward mobility.

While you may be willing to accept a variety of jobs related to your skills, you should include those that require higher levels of responsibility and pay. In the example above, it keeps open the option to be considered for an office management position as well as clerical jobs.

In effect, you should define a 'bracket of responsibility' in your objective that includes the range of jobs that you are willing to accept. This bracket should include the lower range of jobs that you would consider as well as those requiring higher levels of responsibility, up to and including those that you think you could handle. Even if you have not handled those higher levels of responsibility in the past, many employers may consider you for them if you have the skills to support the objective.

3. Include your most important skills

What are the most important skills needed for the job you want? Consider including one or more of these as being required in the job that you seek. The implication here is that if you are looking for a job that requires 'Organizational Skills,' then you have those skills. Of course, your interview (and resume) should support those skills with specific examples.

3. Include specifics if these are important to you

If you have substantial experience in a particular industry (such as 'Computer Controlled Machine Tools') or have a narrow and specific objective that you really want (such as 'Art Therapist with the Mentally Handicapped'), then it is OK to state this. But, in so doing, realize that by narrowing your alternatives down you will often not be considered for other jobs for which you might qualify. Still, if that is what you want, it just may be worth pursuing (though I would still encourage you to have a second, more general objective just in case).

4. Finalize Your Job Objective Statement

Look over these sample job objectives to see how others have written them. Some are very brief, providing just a job title or category of jobs, while others are quite long and detailed. Use your best judgement for what is right for you.

The most important part here is that you can clearly state what sort of a job you want and know what kinds of skills and experiences are needed to do well in that job. Even if you decide to change your job objective later, it is very important that you decide on a temporary one now.

Examples:

Challenging position in programming or related areas that would best utilize expertise in the business environment. This position should have many opportunities for an aggressive, dedicated individual with the leadership abilities needed to advance.

Obtain a challenging, entry-level position in Broadcast Journalism, with a special interest in reporting, anchoring, and producing with a commercial television station.

Position as a Word Processing Secretary that will utilize my computer knowledge, strong people skills, organizational abilities, and business experience.

[Main Menu](#) | [Resume Menu](#) | [Top of Page](#)

Build a Cover Letter

The cover letter is your opportunity to impress a prospective employer ... your gateway to getting any job. Why? It's the first thing the employer sees -- just before your resume. Succinct, clear, and snappy, the cover letter accompanies your resume and simply says why you're writing. Though this letter is short, it's not easy to write. Prepare an outstanding letter that shouts: "I stand out; interview me!" and your chances of getting the job are high. Write one that has no "oomph" and your chances of getting an interview are slim.

Here are four key rules of cover letter writing:

Rule #1 - CUSTOMIZE: Make sure you take the time to customize your cover letter to fit the employer's requirements. Before you start the writing process, review the criteria for the position and make a list of what the employer wants. This list might include specific areas of expertise, years of experience, technical knowledge, transferable skills and personality traits. Then, incorporate these items into your letter, demonstrating by example that you have the desired qualifications. *(Obviously you'll have to balance space limitations and readability as you*

Rule #2 - MEET THEIR NEEDS: Write the cover letter with the employer's needs in mind - not your own. In other words, don't describe what YOU want, but *explain what you can do for the employer*. Don't assume that the employer will read between the lines of your résumé and dig out the relevant information. They won't. To get their attention, you have to actively describe how you can meet their needs.

Rule #3 - ACTIVELY SELL YOURSELF: Tell them WHY they should hire you. Be assertive about your qualifications without being egotistical. The tone of your letter should be professional, but sound as if a real person wrote it - in other words, not too pretentious or formal. One way to judge your letter is to read it out loud. Do you trip over the words? Does it sound like an attorney wrote it? If so, work on it until it flows naturally and has a conversational tone.

Rule #4 - KEEP IT SIMPLE: No matter how sophisticated your résumé looks, I recommend that you set your letter up in a typewriter typestyle like COURIER or ELITE. Use a simple block format with left flush margins and ragged right margins, since that looks most like a letter typed on a typewriter. Your cover letter will generate a better response if it LOOKS like it was individually typed rather than computer-generated. Most cover letters should be limited to one page, preferably 3-5 paragraphs with 1" margins all around.

Next, let's take a look at **LETTER CONTENT**. In the first paragraph, your objective is to get the reader's attention and describe the position you're interested in.

Here are some examples:

Your recent advertisement for a marketing manager caught my eye, as my qualifications appear to be very compatible with your requirements.

Or...

My solid track record in sales should qualify me for the district manager position described in your recent Wall Street Journal advertisement. My résumé is enclosed for your consideration.

The second paragraph should outline your qualifications for the position and focus on the most relevant aspect(s) of your background (e.g., years of experience, formal education, special training, technical skills, current responsibilities or highlights of earlier jobs). The best cover letters also include examples of accomplishments and quantifiable results.

If you're a salesperson, describe how you increased sales volume. If you're a manager, explain how you cut costs and improved profits. If you're a human resources professional, describe how you developed new training programs or reduced employee turnover. In other words, show *how* you improved your previous employers' operations.

Here's an example:

My background includes 15 years in sales management with accomplishments in staff development, training and customer service. I am a skilled team builder and have consistently met or exceeded sales goals in each position held. For example, I:

- *Developed a multi-million dollar territory for XYZ Company.*
- *Set up six key accounts for ABC Company.*
- *Generated sales increases of at least 25% in all positions.*

Last but not least is the closing paragraph. This is where you:

1. request a meeting or personal interview
2. mention that you look forward to hearing from them
3. explain how they can reach you, and
4. thank them for taking the time to consider your application

Here are some examples:

I believe that I can make a positive contribution to ABC Company and look forward to discussing my capabilities in more detail. I am available for a personal interview at your earliest convenience and may be reached after 5 P.M. at the phone number or e-mail address listed above. Thank you for your consideration.

Or...

I would like to meet with you to discuss your opportunity in more detail, and will call next week to see when your schedule might allow time for a brief meeting. Thank you for your time.

Obviously it takes some time to get it right, but the more letters you write, the easier it gets!

Sample Cover Letter

A cover letter is your opportunity to sell yourself to the employer. Use the cover letter to introduce yourself, expand upon your resume, and highlight your skills and accomplishments. Demonstrate your knowledge of the industry and the company and how your experience relates to the position.

Cover letters should follow the same guidelines as resumes; they should be clean, clear, and concise. Don't forget to proofread your cover letters for errors and have somebody else proofread your cover letters before you send them out.

[Main Menu](#) | [Resume Menu](#) | [Top of Page](#)

SAMPLE COVER LETTER

Ms. Linda Smith
734 Chestnut Avenue
Lewistown, MA 12345
(617) 123-4567

August 24, 1999

Ms. Cheryl Johnson
Vice President
State Street Investment Bank
211 State Street
Spring City, MA 54321

Dear Ms. Johnson:

The teller position described in your recent Daily Record advertisement immediately caught my attention. My proven track record working for a financial institution makes me an ideal candidate for the job, and I have enclosed my resume for your consideration. You will find that my qualifications more than meet your requirements.

For example, you specify that you are looking for someone with customer service skills and experience handling money. While attending college, I worked for my university's credit union for

two years. While there, I handled cash transactions, opened accounts, prepared general ledger entries, took loan payments, cashed checks, and took deposits. I am a skilled team player with exemplary customer service skills.

I look forward to discussing the position with you in more detail. If you feel that my qualifications are as much a match for State Street Investment Bank as I feel they are, please call me at your earliest convenience to schedule an interview. I look forward to hearing from you and thank you for your consideration.

Sincerely,

Linda Smith

Enclosure

[Main Menu](#) | [Resume Menu](#) | [Top of Page](#)

Carmen J. Fernandez

463 South Summit, Apt. 36
Bowling Green, OH 43402
(419) 352-6089

OBJECTIVE

To use my analytical skills, ability to communicate ideas, commitment to perform quality work, and relevant experience to improve efficiency and enhance supplier relations.

EDUCATION

Bowling Green State University, Bowling Green, OH

Bachelor of Science in Business Administration, May 1997

- Purchasing and Materials Management, and Production and Operations Management
- 3.95 G.P.A.
- Personally financed 75% of college expenses through summer employment.

RELEVANT EXPERIENCE

J.J. Case Company Racine, WI

Materials Analyst - Summer 1996

- Expedited 18.9 million dollars of parts in a world class manufacturing operation.
- Accountable for the timely delivery of more than 1200 different parts from both foreign and domestic suppliers.

- Controlled inventory through extensive interaction with the production department and with on-line workers to ensure accurate daily inventory records and requirement forecasts.
- Attended daily meetings with Materials Manager to evaluate supplier performance and develop alternatives to critical situations.
- Participated in supplier rationalization and cost reduction project.
- Audited work teams during annual physical inventory to assure accurate counts and adherence to procedures.
- Participated in the implementation of a new computerized manufacturing system.

United Technologies Corporation, Pratt and Whitney Aircraft Division Hartford, CT

Purchasing Intern - Summer 1995

- Analyzed purchases of aircraft engine components according to engine-build schedule, expediting raw material, receiving, shipping, promise dates, and cost analysis with domestic suppliers and international partners.
- Generated twenty-two blanket purchase order contracts with main suppliers, saving \$900,000.
- Initiated two three-year contracts accounting for 3.1 million total dollars with suppliers.
- Gained knowledge of governmental regulations for military engine procurement.

General Electric Aircraft Engines Cincinnati, OH

Inventory Control Specialist - Summer 1994

- Gained an excellent understanding of Automated Inventory Systems. Maintained direct interface with MRP and VAX computer systems.
- Resolved discrepancies in shipments/receipts, in-transit counts and cycle counts, which improved accuracy.
- Trained hourly employees in proper material handling procedures. Established a productive relationship with hourly union employees.

SKILLS

- Proficient in LOTUS, MINITAB statistical package. Harvard Graphics and WordPerfect
- Studied French language for three years and lived in France for ten weeks.

ADDITIONAL INFORMATION

- National Association of Purchasing Management
- Bowling Green State University Purchasing Club - Vice President
- American Production and Inventory Control Society
- Undergraduate Student Government - Computing Council Representative

REFERENCES

Available upon request