

**Nancy Herbert**  
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**Summary**

I am a hard worker, a quick learner, and a team player. My communication and customer service skills are excellent. My volunteer activities have helped prepare me for the work world, and I look forward to representing my employer with pride and exceptional customer service.

**Office Skills**

Typing @ 45 wpm

Bilingual in English and Spanish

I have used both MAC and PC systems, and am proficient in Microsoft Word and Microsoft Publisher.

I am very familiar with the Internet and have designed and published web sites for my family and the organizations to which I belong.

Excel (Intermed. skill level); QuickBooks Pro (Beginner +), and Frontpage 2000 (Intermed. +)

Ten key by sight

**Education**

1998-1999 **California State University, Fullerton**

Attended college courses in English and computer applications.

1994-1998 **Poly High School, Riverside, CA**

Attended college preparatory program; graduated with 3.8 GPA. While in high school, was active with the Spanish Club, Cheerleaders, Swim Team, and Year Book.

**Work Experience**

1998 **Riverside Personnel Services, Riverside, CA**  
*Summer Intern*

Worked in busy staffing service as back-up to front office coordinator. Answered phones; greeted applicants; filed; scheduled appointments; administered skills assessments; data entry.

**References**

Available on request.