

PATRICIA RUGER

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OBJECTIVE: Seeking a full time position in the Customer Service field

PROFESSIONAL EXPERIENCE:

11/09-Present **Volunteer Community Engagement Specialist**

- Collecting data to provide feedback to multiple organizations
- Increase partnerships through networking and attending community classes

3/09-01/11 **Sales Consultant**

Sears

Upper Darby, PA

- Exceeded quota for sales for home remodeling
- Educated customers about products
- Interacted with customers and informed them about promotions

9/01-10/06 **Return Jewelry Processor**

QVC

West Chester, PA

- Exceeded quota for inspected and processed returned jewelry
- Communicated with management team to improve operations

12/93-9/01 **Casual Mail Handler**

United States Post Office

Philadelphia, PA

- Load and unloaded trucks within established time limits
- Setup work stations for multiple departments and processed on letter sorting machines
- Delivered mail door to door with no recorded complaints

06/87-6/90 **Construction Supervisor and Sales Consultant**

Wade Cablevision

Philadelphia, PA

- Obtained blueprints and designed CATV lines for aerial and underground construction
- Construction Supervisor- resolved complaints for all departments
- Customer Service duties and trained employees to abide by FCC rules and Regulations
- Cable Consultant-door to door sales and completed 4 year project in 2 years

EDUCATION/TRAINING:

Temple University 1987

Philadelphia, PA

- CATV Construction and Installation

Community College of Philadelphia 1986

Philadelphia, PA

- Certified Computer Technician

Orleans Technical Institute 1985

Philadelphia, PA

- Certified Residential/Commercial Electrician

American Academy of Broadcasting 1980

Philadelphia, PA

- 2nd Class FCC Radiotelephone License Lifetime