ROBERT SMITH

Library Associate/Assistant

E-mail: info@qwikresumc.com **Phone: (0123)-456-789**

SUMMARY

Able to work in the administrative industry. Involved in this industry for the past fifteen years, working at a supervisory level. Knowing what it takes to gain the knowledge to succeed in life enables to better help others.

SKILLS

Complex Problem Solver, Self-Starter, Accurate And.

WORK EXPERIENCE

Library Associate/Assistant

ABC Corporation - August 2004 – November 2013

- Assisting customers with equipment, materials, procedures, and information.
- Acting to find and promote efficiency, including working to help ensure correct location and condition of items and materials so that customers receive materials and services they desire.
- Contributing effectively to understanding and maintaining the system for organizing and moving materials through the system.
- Leading, coaching, and training new employees and volunteers.
- Actively supporting the needs of the Library, including maintaining supplies, statistics and cash reconciliations; cleaning, checking, and trouble-shooting equipment; shelving materials and sustaining the Librarys collection.
- Creating and overall care of the RFID tags in the location and mending media items.
- Heading and facilitating programs that range in age.

Library Associate

KING COUNTY LIBRARY SYSTEM - 2003 – 2004

- Deliver prompt, excellent customer service via the phone and e-mail, providing reference and circulation information to patrons for a library system with the countrys largest eBook circulation.
- Troubleshoot issues with eBooks, eAudiobooks, magazines, and database access.
- Train new hires on the features of the library database and best practices in customer service.
- Ensure the library system remains current on new technologies by attending regular trainings and disseminating documentation to staff that summarizes the training.
- Created and facilitated a training on the various features of the librarys online e-mail platform.
- Minimized the number of abandoned calls by analyzing phone statistics and assisting with implementing a plan to change shift scheduling.
- Created and delivered a training to new employees on eBook troubleshooting..

© This **Free Resume Template** is the copyright of Qwikresume.com. **Usage Guidelines**

SCHOLASTICS

- Child Psychology & Development - 2008(Penn Foster College - Scottsdale, AZ)

© This **Free Resume Template** is the copyright of Qwikresume.com. **Usage Guidelines**