

# Barry Connick

11515 Lakeshore South  
Auburn, CA 95602  
530-268-0781

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**Objective:** Seeking a full or part time position as an Office Professional, Administrative Assistant, Sales or Customer Service, offering you remote or on-site services.

**Experience Overview:** Possess strong experience in Customer Service, Sales, Marketing, Administrative Support, Shipping/Receiving and Inventory Control within a variety of industries including but not limited to Transportation, Warehousing, Communication and High Tech. Community involvement helps me keep in touch with the community, while serving the needs of the community. Currently serving as care taker for an elderly woman at Lake of the Pines.

Over ten years experience providing Customer Service expertise in a high call volume environment. Utilized communication skills to diffuse potential volatile situations and to identify customer problems in order to initiate effective resolutions.<sup>1</sup>

Provided communication assistance and customer service support between deaf and hearing communities<sup>2</sup>

## Customer Service:

- Utilized daily exercise in real time dictation and high speed conference typing while performing verbatim transmission of live phone conversations.
- Exceeded standards for quality and quantity of work performance on a regular basis.
- Exceeded required typing speeds of 45 wpm. Actual typing speeds in excess of 80 wpm.
- Good listening skills were used to ensure verbatim transmission of typed conversations.
- Received numerous customer service accolades.

## Sales

Obtained my real estate license in August, 2004, employed by Approved Home Realty until I transferred to ERA Cornerstone Realty Group from May of 2005 until July, 2008<sup>3</sup>

Executed marketing strategies via broadcast faxes, emails website and quarterly newsletters. Coordinated and/or assisted in coordination of a variety of special events including Concert in the Park, Music Man, Christmas Lighting Ceremony and Dog Days of Winter. These events were Penn Valley Chamber of Commerce fundraisers or special community events.

Past Director/Secretary and Associate Member for Penn Valley Chamber of Commerce, providing my skills by assisting with their Marketing Strategy and Secretarial needs.

## Marketing:

Designed or in process of designing various websites:

<http://www.barryconnick.com>

<http://www.noelwhite.org>,

<http://www.eskatonhomesforsale.com>

<http://www.thehighlandsgrassvalley.com>

<http://www.lopsliders.org>

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<sup>1</sup> Thomson Multi-Media, Grass Valley, 1997 - 2002

<sup>2</sup> Sprint California Relay Service 1992 - 1996

<sup>3</sup> Approved Home Realty/ERA® Cornerstone Realty Group 2004 - 2008

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**Administrative Support:**

Provided Administrative Support in a variety of industries. Utilized secretarial skills such as typing, 10-key, Dictaphone and live dictation and word processing to generate letters and reports. Experienced with many popular and proprietary software programs including but not limited to Microsoft Office.<sup>4</sup>

**Shipping/Receiving Inventory Control**

Nearly 12 years experience working in a high volume grocery distribution warehouse with 35 shipping/receiving doors and over \$14 million in inventory. Shared Supervisory duties for over 200 teamster employees. Interim Inventory Control Manager for six months while positioned manager was on sick leave.<sup>5</sup>

**Community Involvement**

1. Currently organizing, marketing membership and active member of a Ballroom Dance Club at Lake of the Pines ([www.LOPSliders.org](http://www.LOPSliders.org)).
2. Past Director/Secretary of Penn Valley Area Chamber of Commerce
3. Past "Voice of Penn Valley" on Talk Radio 830 KNCO every Wednesday morning, reporting events occurring within the Penn Valley area.
4. Previous member of Penn Valley Area Chamber of Commerce Historic Committee working toward creating a Historic Resource Center.
5. Coordinator of several successful blood drives at the Wildwood Business Center for two years as well as Sprint, Sacramento.
6. Organized a dance club at Lake of the Pines. Currently marketing for membership. (see [www.LOPSliders.org](http://www.LOPSliders.org))

**Diploma** – Computerized Accounting, Santa Barbara Business College (Dean's list with 4.0 GPA)

Obtained my Conditional Salesperson License August, 2004, received my Salesperson RE License January 19, 2006

**Certificates** – Customer Service, Customer Agent Training & Peer Grievance training, Sprint (California Relay Service)

**Education, Training, Skills:**

**Certificates** – OpenUp Time, Customer Service Telephony, Seagate Crystal Reports 8.0 (Introductory Report Design), Thomson MultiMedia/Grass Valley

**Training** – QAD Dbase, 8900 (Modular Products), CRS Concerto Overview, Media Area Networking Overview, Net Central Introduction, Thomson MultiMedia/Grass Valley

**Completed courses** - Management by Objectives, Supervisor School and Computer Literacy, University of Oklahoma Extension, Fleming Companies

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<sup>4</sup> 1964 – Present Various Companies (including but not limited to Southern Pacific, C&O/B&O RR, Xerox Corporation)

<sup>5</sup> Fleming Companies 1971 - 1985