**Gwendolyn Presley**

**319 Pittman Street**

**Macon, GA 31206**

**Cell: 478-262-4843**

**Home: 478-781-7246**

**Email:** [**gbpresley@aol.com**](mailto:gbpresley@aol.com)

**WORK EXPERIENCE**

**Bibb County Sheriff’s Department 12/2010 - Present**

**Macon GA Lt Fred Williams**

**35 Hours**

Operates a computer terminal connected with the Georgia Criminal Information Center and the National Crime Information Center to obtain criminal warrant information.

Maintains and enters Criminal warrants into Police Central.

Responsible for disbursement and return of warrants to State, Superior and Magistrate courts.

Monitors status of warrants faxed, or mailed from other counties or states.

Accurately update computer files on warrants with all information received.

Motivate and encourage office personnel to perform at an optimal level.

Answers telephone; receives inquiries and provides information or refers inquiries or messages to appropriate personnel, departments, or agencies.

Assists citizens and visitors to the Sheriff’s office by monitoring lobby area of the Department.

Organize and disseminate office duties to other personnel so that work is completed

in a timely manner.

**Haba Art Institute 8/2008 – 9/2010**

**Suwon, Kore**a **Director: Kyang Ja Lee**

**40 Hours per week**

Designed and produced teaching materials and adapted existing materials to meet the needs of individual students.

Responsible for teaching Phonics, Reading, Writing, Grammar, Art, and Science to Kindergarten and Elementary students.

Responsible for the after-school program.

Carried out assessments of students' needs and individual progress.

Attended and contributed to training sessions.

Provided mainstream language support.

Collaborated with class and subject teachers to ensure a more structured learning environment.

Prepared information for parent visits and other quality assurance exercises.

Helped draft and review institutional policies relating to the education of students with English as a second language.

Helped students improve their conversational English; improve their standard of English in preparation for school exams and improve their English to gain entry to an English speaking university.

Participated in marketing events for the school.

Provided specialist courses for adults or business people, which required knowledge of scientific, technical or commercial terms.

**West at Home 5/2007 - 7/2008**

**Remote Customer Service Agent 30 Hours per week**

Served as liaison between the customer and various departments.

Solicited sales of new or additional services.

Operated office equipment inclusive of computers and terminals as necessary.

Provided pricing and processed orders.

Interacted with customers to provide information in response to inquiries about products or services.

Recieved and resolved customer complaints.

Aided customers in completing purchases or transactions.

Entered information into a computer while speaking to customers over the phone.

Maintained a 100% accuracy and adherence on telephone calls taped and reviewed by supervisors.

**Daughter's Cobbler Shoppe 03/2006 - 4/2007**

**Macon, GA US Restaurant Owner**

**60 Hours per week**

Responsible for the business performance of the restaurant.

Analyzed the restaurant's sales levels and profitability, redesigning strategies as deemed necessary..

Responsible for all human resource activities to include employment, compensation, labor relations, benefits, and training.

Organized marketing activities, such as promotional events and discount schemes.

Prepared reports at the end of the shift/week, including staff control, food control and sales.

Set and maintained budgets.

Maintained high standards of quality control, hygiene, and health and safety, winning the Golden Spatula Award awarded by WMAZ television.

**GE Consumer Finance 4/2001 -10/2005**

**Atlanta, GA US Supervisor: Iraj Saki**

**Senior HR Administrator 40 Hours per week**

Worked closely with senior management to redesign a recruitment plan for vacant and new positions, to include application processing, short-listing, interviewing and new hire orientation.

Formulated advertising plans and posted vacant positions on the GE webpage and with the Georgia Department of Labor.

Knowledgeable of Federal/state/local employment-related laws (such as Title VII, ADA, ADEA, Vietnam Veterans, WARN) and regulations (for example, EEOC Uniform Guidelines on Employee Selection Procedures).

Assisted with the development of programs to meet the unique needs of all employees (for example, work-life balance programs, diversity and confidentiality programs, outplacement programs and assistance for employees affected by downsizing, internal employee assistance programs, and fast-track programs).

Actively participated in succession planning which included developing a plan to address the succession of employees leaving the organization due to retirement, attrition or some other factor.

Responsible for training and testing of all employees on Sexual Harassment Prevention and Anti-Money Laundering.

Responsible for processing personnel actions and conducting out-briefings for all terminated employees.

**GE Capital Services 6/1999 - 4/2001**

**Macon, GA US 40 Hours per week**

**Administrative Assistant HR Business Closed 2002**

Designed and conducted new employee orientation.

Administered and explained benefits to employees, served as liaison between employees and insurance carriers.

Provided advice, assistance and follow-up on company policies, procedures, and documentation.

Responsible for maintaining job files, personnel records, Worker's Compensation cases and Disability case files.

Responsible for all compliance training and HRIS information.

Counseled associates on FMLA procedures.

Counseled associates on compensation and benefit packages.

Responsible for OSHA 200 reporting.

Responsible for publication of site monthly newsletter.

**GE Capital Card Service 2/1998 - 6/1999**

**Macon, GA 40 Hours per week**

**Quality Analyst**

Evaluated and tested new or modified programs and software development procedures used for payment processing.

Analyzed and verified program functions according to user requirements to ensure they conformed to establishment guidelines.

Wrote, revised, and verified quality standards and test procedures for program design and product evaluation to attain quality of software economically and efficiently.

Reviewed new or modified program, including documentation, diagram, and flow chart, to determine if program would perform according to user request and conform to guidelines.

Provided quality training to employees as new systems and processes were implemented.

**US Army 11/1994 - 8/1997**

**Fort McPherson, GA US 40 Hours per week**

**Admin NCO (SFC)**

Responsible for setup of new computers and software installation for the Olympic Joint task Force.

Served as the Unit Equal Employment Opportunity Coordinator and provided prevention training to subordinates.

Maintained a Top-Secret Security clearance.

Proofread and corrected all outgoing correspondence.

Answered multiple phone lines and forwarded calls as necessary.

Identified process improvements in the assignment of Officers and recommended procedural changes to positively impact quality and productivity objectives.

Worked closely with Officer Branch to ensure all Officer assignment issues were worked to completion.

Assisted in the accurate reporting of daily/weekly/monthly reports.

**US Army (CID) 10/1991 - 11/1994**

**Yongsan, South Korea 40 Hours per week**

**Admin NCO (SSG)**

Responsible for receiving and logging in classified documents and maintaining case files.

Served as the Unit Drug and Alcohol Coordinator.

Performed random drug tests for the Division with error free chain of custody.

Served as the Unit Nuclear, Biological and Chemical (NBC) NCO.

Trained officers and enlisted soldiers on proper NBC procedures.

Provided input on individual soldiers performance evaluations.

**US Army, Headquarters, 34th Support Group 8/1990 - 10/1991**

**Yongsan, South Korea 40 Hours per week**

Planned and performed complex office automation duties.

Maintain a variety of programs on office personal computers.

Provided training to other soldiers on software applications.

Executed Office automation functions such as storing and retrieving electronic documents or files, entering and using electronic mail and information systems.

Proofread and approved all correspondence for the Commander's signature

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| **EDUCATION** | American Intercontinental University  Atlanta, GA  MBA – 10/2004  GPA 3.78 |

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|  | 60 Semester Hours |

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| Major: Human Resource Management | |
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|  | St Leo University | |

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|  | Fort McPherson Campus, Georgia US |

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|  | Bachelor's Degree - 6/2003 |

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|  | 120 Semester Hours  GPA – 3.8 |

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|  | Major: Human Resource Management |

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| **JOB RELATED TRAINING** | Georgia and National Criminal Information Systems  Certified  January 2011  Human Resources Management Clayton State University  Sametime Outlook MS Word  PowerPoint Excel  Access  Kronos Training  Qualified Typist – 40 wpm |