

Naomi See
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OBJECTIVE

To achieve set goals and continue to grow as well as help others grow within my chosen profession.
Continuing to never stop growing and helping others grow.
Striving everyday for a better quality of life.

WORK EXPERIENCE

October 2011 – December 2012 Metropolitan Community College Omaha, Ne

IT Helper

- Part-time tutor for students seeking assistance with any and all intro to IT courses.

January 2010 – current DRI Title & Escrow Omaha, Ne

Searches/Underwriting Department Q2

- Quality check documents for preparation for home equity loans and/or foreclosures
- Contact Abstractors to request more documents of record to complete requested search requirements, to confirm information is accurate if copy is unclear, and to discuss search if results have holes in the chain
- Working in both quality queues to ensure top quality search results that fit our clients specific request and helping teach the first queue how to improve
- Assist and/or train new members to the department to ensure everyone is on the same level of quality and speed

October 2007 - January 2010 West Corporation Omaha, Ne

Boeing Total Access Tier 1 Agent

- First level HR, Payroll, Timekeeping, General Helpdesk, Mild Tech Support/Teaching self service for Boeing employees.
- Ensure that calls are processed in strict adherence to established policies, procedures, and quality standards, as well as any federal laws and regulations
- Receive and process incoming phone calls for dedicated clients, which include effectively listening to customers' problems, asking probing questions on various topics to obtain further information, diagnosing the customers' problems, and then walking the customers through to final resolution of their problems.
- Floorwalker, assisting fellow coworkers trouble shoot and effectively answer customer needs in a timely manner as well as assisting new members to department once they hit the floor

April 2005 - October 2007 Top Notch Charms Sioux City, Ia & Omaha ,Ne

Store Manager/Regional Hiring and Training Manager

- Manage all aspects of interviewing and hiring of potential employees for both store locations in Omaha, Ne.
- Created and implemented training structure for new hires.
- "Go to" person when the owners were away on business or otherwise unavailable for the entire company.
- Set a customer service standard as well as overall sales goal standard the company had not previously seen.

EDUCATION/VOLUNTEER WORK

2013 Metropolitan Community College Omaha, Ne -- Associates Degree in Web Development

- Currently a volunteer at Care-Corps Homeless Services in Fremont, Ne – maintaining and upgrading their current website, working on updated look for established site, and training staff basic site maintenance, including but not limited to: html/css
- Knowledge of and frequent use: Microsoft Word, Outlook, PowerPoint, Excel, MS Project, Visio, XHTML/CSS, XML, Adobe products such as Dreamweaver, Photoshop, and Flash, intermediate knowledge of database structuring, Java, JavaScript, PHP, JQuery and HTML5/CSS3