

# Amy Nelson

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Other contact information available upon request.

## Objective

To work for and give my best to a company who has products and services I believe in.

## Skills

Experienced with HTML, CSS, configuration and setup of home theater equipment, typing, word processing programs such as Open Office and Microsoft Word, explaining technology in layman's terms, cashiering, customer service, setting up in store displays

Familiar with Linux Desktop Administration, home networking, digital photo manipulation, retail store bank deposits, receiving retail product shipments, taking inventory in a retail store

Learning PHP

## Portfolio

<http://www.deathkitten.net/>

personal website

<http://www.brassfrog.net/>

freelance web design company

## Education

Castro Valley High School

June 2001

## Job History

Radio Shack (*Sales Associate*) Dec 2000 - Sept 2006

- ✓ Provided customer solutions in topics including networking, home theater set up, TV & radio antennas, power solutions and personal music players.
- ✓ Maintained store by cleaning, refilling shelves, putting away merchandise when shipments arrived, and putting up new displays, as well as amending/updating old displays by following company provided display plans, correcting where company plans fell short and creating completely new displays if no plans were provided.
- ✓ Processed sales, returns, exchanges, and warranty repairs.
- ✓ Performed in store cell phone activations, upgrades and assisted customers in resolving issues with their billing and service.

## References

Available upon request.