**Jaliyl W. Norman**

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Newark, NJ 07103

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**Objective**: To obtain a position that will utilize my skills and experience as a Customer Service Representative.

 **Skills:**

• Certified Dental Assistant​

• Certified Forklift Operator

 **Education:**

2009 ​Drake College of Business ​**Dental Assistant** ​​Newark, NJ

•Biomedical Sciences​

•Dental Sciences​

•Clinical Sciences I & II

​•Dental Office Management Ethics​​​​

 **Experience:**

May 2010 – November 2010 ​**TRG Field Solutions** ​​​Lyndhurst, NJ

***Outside Sales Rep***

• Went door to door Selling Verizon Fios

• Helped train other reps when they failed to reach their quota.

• Performed other office duties as assigned.

 July 2004 – June 2009 ​​**The Lodge Records** ​​​East Orange, NJ

***Director of Operations***

• Supervised production staff.

• Scheduled recording sessions for artists.

• Responsible for the promotion and advertisement of the label.

 April 2000 – July 2004 ​​**NorVergence, Inc** .​​​Newark, NJ

***Customer Service Representative***

• Fielded incoming phone calls within the complaint department

• Managed solutions for a variety of customer concerns

 July 1998 – April 2000 ​ **Suburban Disposal** ​​​East Orange, NJ

***Sanitation Worker***

• Collected curbside refuse and recyclables from various towns in northern NJ.

March 1994 – July 1998​ **Councilman Ronald L. Rice** ​​Newark, NJ

***Receptionist***

•Took telephone complaints from constituents of the West Ward of the City ofNewark.

•Sorted incoming and outgoing mail.

•Performed other office duties assigned.

References Available Upon Request