



VIRTUOUS ENTERPRISES, INC. CLIENT PROFILES

Bridging Employment Opportunities for The Underserved

SANDRA ADDISON – DATA ENTRY CLERK (PROBONO)

Fifteen years combined work experience providing employment support as a data entry clerk, inventory clerk, medical records and file clerk, general office clerk, receptionist, and home health aide care. **Major strengths:** Data Entry Database Inventory (95%); Field Accuracy (87%); Customer Service Mindset (83%); Data Entry 10 Key Quick Test (97%). **Education:** Some College experience in pursuit of a degree in Business Administration from Oakwood College of Huntsville, Alabama.

MICHELLE CARTER – ENTRY- TO MID-LEVEL ADMINISTRATIVE, RECEPTIONIST, OR CUSTOMER SERVICE SUPPORT (FTE)

Thirteen years work experience providing administrative, event planning and coordination, and receptionist support with proficient office automation skills, strong customer-service and communication skills. **Education:** Completed some college towards a degree in Theater Arts from the University of The District of Columbia.

KENNETH CLARK – MAIL CLERK, STOCK CLERK, CUSTOMER SERVICE (FTE)

Three years work experience providing customer service and stock clerk support for the retail industry. **Strengths:** Excellent Customer Service Experience and Strong Verbal Communication Skills. **Education:** High School Diploma

YHANIHI DOLES – NONPROFIT ADVOCACY, PROGRAM MANAGEMENT, OR FACILITATION (CONTRACTUAL OR PROBONO)

Eight years experience in the nonprofit sector providing case management, community advocacy, and legal assistance for social issues relating to domestic violence, housing and employment, homelessness, and teen parenting. **Major strengths:** Spanish Translation, Community Advocacy, Case Management, and Facilitation. **Education:** BS in Criminal Justice from Buffalo State College.

JO ANN JONES – MID- TO EXECUTIVE-LEVEL ADMINISTRATIVE SUPPORT (CONTRACTUAL)

Over ten years experience in administrative and human resource management and administration. **Major strengths:** Organizational and verbal and written communication skills. **Education:** Some college experience from University of the District of Columbia and Strayer College.

ALONZO KAMARA – CUSTOMER SERVICE, CALL CENTER, TRANSCRIBER, OR RECEPTIONIST SUPPORT (FTE)

Seven years combined work experience providing administrative instruction and receptionist support. **Major strengths:** Data Entry (100%); Analytical Skills (83%); Call Center Data Entry (83%); Customer Service Scenarios (80%). **Education:** High School Diploma.

KRISTIN PONDER – ENTRY-LEVEL CUSTOMER SERVICE, CALL CENTER, OR RECEPTIONIST SUPPORT (FTE AND PTE)

Four years work experience providing receptionist and customer service support for childcare and retail industries. **Major strengths:** Customer Service (90% Mindset Survey); Reading Comprehension (93%); and Basic Computer Knowledge (92%). **Education:** High School Diploma

CYNTHIA ROBINSON – GRAPHIC DESIGNER/ARTIST OR DESKTOP PUBLISHING SUPPORT (FL, CE, OR FTE)

Fourteen years combined work experience providing graphic and web design, graphic artist support. **Major strengths:** Dreamweaver, HTML, Adobe Acrobat, Adobe Illustrator, QuarkXpress; advanced user in Microsoft Office Suite. **Education:** Bachelors of Fine Arts, Major: Electronic Studio Art from Howard University.