**Zekedra A. Miller**

2700 W Pensacola St. Tallahassee, Florida 32304

Home: (245) 226-7137

Email: zekedramiller@yahoo.com

**HIGHLIGHTS OF QUALIFICATIONS**

* Efficient with office productivity tools such as Microsoft Office, Outlook, Excel, Power Point, Microsoft
* Proficient in public administration and intergovernmental relations
* Excellent communication; written and verbal
* Self-starter who follows instructions efficiently
* Demonstrates the ability to multi-task and work independently or in a team environment
* Exceptional customer service, interpersonal and listening skills
* Exhibits the ability to make sound and just decisions in deadline situations
* Interact with all levels of management
* President of Reflections Modeling Troupe (Florida State University)

**EDUCATION**

Florida A & M University | Tallahassee, FL December 2015

**Bachelor Degree - Public Relations**

**WORK EXPERIENCE**

**Ziggys Sports Bar | Tallahassee May 2014- June 2014**

*Waitress*

• Great guests and make them feel comfortable.

• Learn menu items and be able to describe them appropriately to guests.

• Take beverage and food orders.

• Deliver beverages and food in a timely manner.

• Check-in with guests to ensure that everything is going well.

• Clear dirty dishes from table.

• Refill beverages throughout the meal.

• Deliver guest’s bill and thank them for dining at the restaurant.

**Board of County Commissioners, Broward County | Ft. Lauderdale, FL June 2012 - August 2012**

Through Workforce One

*Clerical Support Clerk (Broward County Main Library)*

* Processed incoming and outgoing mail.
* Handled high volume inbound calls.
* Researched and respond to clients inquiries, requests and disputes.
* Maintained filing system.
* Verified documentation for program participates.
* Troubleshoot computer problems and dispatch technician.

***Clerical Support Clerk (City of Oakland Park)* June 2010 - August 2010**

* Processed permit and license applications.
* Composed and prepare correspondence, case notes, and program reports.
* Processed renewal applications.
* Provided customer service to permit applicants.
* Offered information to appropriate internal and external providers.
* Handled high volume inbound calls.
* Filled, faxed, copied and organized office.

**References Upon Request**