

Roderick E Fletcher
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Profile – Professional and dedicated with 7 years of criminal Investigation skills, and experience, and 9 years of customer service, and Collection, data entry within a professional work environment.

Key skills –

Proficient in computer applications

Windows, Microsoft Word and Excel PowerPoint, Spreadsheets, E-mail

Internet, 10 key by touch, typing 25 wpm

Employment History:

October 2000 – Current

Internal Revenue Service (Criminal Investigation Div)

Los Angeles, Ca 90017

CSA (Compliance Support Assistance)

By assisting Special Agents in preparing and gathering information for federal incitements by accessing data files, bank records, property records, and DMV records, also criminal records and tax information & records, and talking to witness, and informants, clerical support, payroll, and time and attendants

March 1991 – October 2000

Internal Revenue Service (Examination/ Collection/Financial Div)

Los Angeles, Ca 90012

Data Entry/Customer Service

By accessing taxpayers information for audits, investigation, and also payments plans, refunds, penalties, and interest, issue checks and answering customer questions, and other clerical duties.

October-2005 – November -2006

FedEx

Dock sorter/ Package Handler

North Hills, Ca

Loading and unloading of truck in a timely manner to meet deadlines. To sort packages to be delivered in local areas and load package to be processed and shipped my flight.

February – 2000 – November -2002

Bio Cypher Laboratory (Data Entry)

Specimens Processor

Burbank, Ca

My duties were to process lab specimens, and results into the computer systems for the doctors to review, also pack specimens to be shipped to our lab in northern California to be processed.

May 1998 – June 1999

SEARS MARKETING CENTER (CALL CENTER)

Chatsworth, Ca

Worked in a department that handle customer calls regarding repair agreements on items purchase at the sears retail stores. Customer's calls to schedule service for their appliances, and call to renew or cancel repair agreements, add or delete appliances, and installation appointments.

EDUCATION:

Antelope Valley College, Lancaster, CA 93536

Criminal Investigation, 2001
Terrorism Investigation, 2002

University of Phoenix, Ca 93536
Completed 48 units towards a Bachelors degree in Business Management

AWARDS

Performance Awards from 1993 to 2007
Customer service Awards in 1998, 1999

Reference