

**Linda A. Trujillo**

Portland, Or 97222

(503) 505-2771

[lindatrujillo@yahoo.com](mailto:lindatrujillo@yahoo.com)**Summary of Qualifications:**

Excellent organizational skills; attention to detail; task oriented.  
Strong telephone and customer service proficiency.  
Stocking; order selection; warehouse.  
Efficient; responsible; self-starter.  
Innovative problem-solving abilities.  
Adaptable; outgoing; works well with others; good sense of humor.  
High scores in written and verbal competencies.  
3 years of creating original design hand-painted T-shirts sold at gift shops; 1 year of ceramics.  
Self-employed Massage Therapist; developed business skills while in practice for 18 years.  
Retail Sales experience and Cashiering.

**Trainings and Certifications:**

Permaculture Design Course, The Planet Repair Institute, Portland Oregon.	2014-2015
Certified Master Gardener, Oregon State University Extension, Beaverton, Oregon.	2013
National Career Readiness Certificate, Portland, Oregon. Issue date: February 3, 2012	2012
Gold Level, Certificate: WK53XRH28730, Verify at <a href="http://www.act.org/certificate/verify.html">http://www.act.org/certificate/verify.html</a>	
Certified Master Recycler, City of Portland Bureau of Planning and Sustainability, Portland, OR.	
Agent of Change, Center for Earth Leadership, Eugene, OR. <a href="http://earthleaders.org/">http://earthleaders.org/</a>	2009
Master Composter, Oregon State University Extension, Eugene, OR.	2009
Massage Therapy Certificate, Santa Barbara School of Intuitive Massage, Santa Barbara, CA.	1988

**Work Experience:**

Customer Care Assistant, Xerox, Portland, OR.	05/2012-present
Respond to customer's inquiries and billing questions; activating cell phones and troubleshooting customer's issues; provide product and service information; and process forms and orders.	
Outreach Associate, 3Degrees, Portland, OR.	02/2012-04/2012
Provided marketing support for the Pacific Power Blue Sky Renewable Energy Program; promoted and enrolled customers into a 100% renewable energy program through courtesy knock campaigns and tabling events.	
Randstad Staffing, Tigard, OR.	09/2011-12/2011
Performed various temporary assignments in Handwork and Quality Assurance.	

- Customer Service Representative, Teletech Holdings Inc, Kalispell, MT. 03/2011-07/2011  
Handled incoming calls from Bank of America's customers; assisted with problem-solving and troubleshooting; provided account and transaction information; performed fund transfers; questions about fees, refunds, and deposits.
- Cashier, Home Depot, Kalispell, MT. 03/2010-3/2011  
Scanned purchases into register; tendered various forms of payment; asked customer if they needed any further assistance; and thanked them for coming.
- Seasonal Team Member, Jo-Ann's Fabric and Craft Stores, Kalispell, MT. 09/2009-11/2009  
Worked at fabric cutting table; measured and cut various lengths of fabric, trim, ribbon, etc; answered phone calls; assisted customers locate merchandise; and answered questions and offered suggestions.
- Site Supervisor, Food for Lane County, Eugene, OR. 06/2009-08/2009  
During summer months Monday through Friday picked up free lunches to be distributed to children 2-18 yrs. of age and cleaned up afterwards.
- Self-Employed Licensed and Certified Massage Therapist, Santa Barbara, CA. 1989-2009  
Scheduled outcall appointments; asked questions to help tailor a client's massage to address any chronic or acute pain, or any other problems.
- Designed and Helped to create an Edible Food Forest Garden, Goleta, CA. 05/2007-12/2008  
Utilized permaculture and organic principles in the design and implementation.

**Volunteer Experience:**

- Garden Manager, Senn's Community Gardens, Portland, OR. 2013  
Acted as liaison between gardeners and program staff; helped communicate policies to gardeners and encouraged community participation during 2013 growing season.
- Completed 66 hours to fulfill requirements for Certification as a Master Gardener: 2013  
Cashiered at Edible Plant Show; multiple Phone Clinics; preparation for giving two talks on composting and worm bins; tabled at a Farmer's Market; Oregon Food Bank's Eastside Learning Garden.
- Completed 30 hours to fulfill requirements for Certification as a Master Recycler: 2011  
Portland's Be Cart Smart Outreach Canvassing Program; Build It Green, 2013 City of Gresham's Earth Day Recycling Event, and Fix-It-Fairs.
- Whitefish Community Garden, Whitefish, MT. 2010  
Built several raised beds using salvaged bricks destined for landfill and mentored new gardeners during the 2010 growing season.