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# POSTMASTERS AND MAIL SUPERINTENDENT RESUME

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## Summary:

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Motivated and organized professional with proven years of experience in mail services and industry; with vast expertise as Postmaster; innate ability to provide excellent customer service to various clients and individuals; excellent communication skills both in oral and in writing; remarkably a team player; ability to work well with others with less supervision; ability to provide excellent work behavior

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## Professional Experience:

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Postmaster and Mail Superintendent January 2007 – present  
U.S. Postal Office, Albany, NY

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## Responsibilities:

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Supervised the operations, administrative, and management services of the post office.  
Directed the incoming and outgoing mail processes.  
Settled dispute and customer complaints.  
Evaluated employees on their performance upon hiring and training process.  
Developed detailed summary reports of all post office activities.  
Communicated postal laws, regulations and available services to various individuals to inform them.  
Postal Service Clerk May 2004– January 2007  
Albany Postal Office, Albany, NY

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Postal Service Clerk May 2004– January 2007  
Albany Postal Office, Albany, NY

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## Education:

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Associate Degree in Administrative Management, Stanford University, 1999  
Bachelor of Science in Office Management, Stanford University, 1994

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## Skills:

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- Good customer relations skill
  - Proficiency in both oral and written communication skills
  - Proficiency in computer applications related to work
  - Good time management skill
  - Highly organize to details
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## Awards and Honors:

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- Dean's Lister, Stanford University, 1999

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