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# Christopher Ackley

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**Objective** To work in a position as a pharmacy technician, where I can use to good advantage my customer service skills, my computer technical skills, and my interest in becoming a pharmacist

**Education** Fall 1995-Spring 1997 Woodstock High School  
College-prep curriculum

Fall 2004-Spring 2006 Triton College River Grover, IL  
Pre-Pharmacy  
Will graduate in June 2011

Summer 2006 Pioneer Student Leadership Academy  
Intern

**Work Experience** **ADP, Dealer Services** Hoffman Estates, IL  
Sept. 2004-Present  
Client Technical Analyst IV

- Organize and complete independent projects by specified end date and within certain specified parameters using my organization skills and creativity.
- Update management as to progress through weekly written MBO's and other communication
- Demonstrate excellent customer service skills.

Sept 2003-Sept. 2004

Client Services Supervisor

- Managed 14 employees including: assessed staffing needs, wrote annual reviews, addressed disciplinary issues and wrote follow-up, communicated with HR as necessary, and assured that my team was meeting quantitative expectations.
- Coordinated national annual training in 2004 and member of the national staffing committee assessing national needs of Client Services Division.
- Demonstrated excellent customer service to a large client base

June 1998-Sept. 2003

Client Technical Analyst I,II,III

- Provided computer technical assistance to clients over the phone and in on-site visits while exhibiting the highest of customer service standards
- Presented training for junior associates including classroom environment and personal mentor to new associates

Activities

Chosen from a national pool of students to attend **Pioneers in Education Student Leadership Academy** (2006), volunteer with young adults at **Jamal Place** a group children's home (2006), student council member and president (1995-1997),

References

Available upon request