

XANDA D. TONGE

300 St. Georges Ave

New York, NY 10016

212.691.7720

EXPERIENCE

Field Coordinator, S.R.B.I.

2000-2002

- Responsible for the management of a 115 person interviewing and supervisory staff at the company's New York City phone center.
- Oversee company's projects in field: scheduling, training, questionnaire, sample and quota management.
- Report directly to National Field Director & Senior VP of Operations regarding all project schedules.
- Manage and delegate responsibilities/projects to field staff.
- Responsible for updating employee database.
- Helped to develop Quancept CATI software field manual and trained NY field staff. Trained supervisory procedures in both NY & Long Branch, NJ field offices.

Assistant to the National Field Director, S.R.B.I.

1999-2000

- Managed 85 person interviewing and supervisory staff at the company's New York City phone center.
- Additional oversight of Personnel and Scheduling departments.
- Assisted in upgrading employee database from Paradox to MS Access.
- Worked with MIS/IT department in managing Novell network system.

Telephone Interviewer, S.R.B.I.

1998

- Conducted research surveys with residential & business respondents.

Sales Associate, Planet Hollywood NY

1996-1998

- Sold souvenir merchandise in the restaurant's retail store.
- Greeted patrons and provided security assistance to celebrity guests.

Usher, Cineplex Odeon – Carnegie Hall Screening Room.

1996

- Assisted patrons with seating arrangements.

Assistant Manager, Parties Elite.

1992-1995

- Handled various operations for family-owned business, including book-keeping, customer service, and account management.
- Responsible for the company's customer database and computer system.

SKILLS and INTERESTS

Software: Microsoft Windows 95/98/NT/ME/2000/XP, Microsoft Office XP, WordPerfect, Quancept, Front Page 2000, Macromedia Flash 5.0, Quark Xpress, Query 4.5, GroupWise 5.2, Digidesign Pro Tools, Cubase VST, Vegas 2.0, Sound Forge 5.0, Magix Samplitude, Cakewalk Sonar 1.0,

Music Production: Worked on several independent releases. Produced & engineered 3 radio spots & promotional CD for Vanguard Media's Super Summit Impact 2002.

Freelance Photography: Published in VIBE & Rap Pages Magazines. Covered various media events in NYC metro area.

Website Production: Own & operate 2 web sites. Webmaster for 2 additional sites.

EDUCATION

Danville Community College, Danville, VA
A.D. Arts & Science (1992)