**JOB OBJECTIVE**

Seeking employment opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

**Skills Summary**

|  |  |  |
| --- | --- | --- |
| * Work well supervised and unsupervised | * Organizational Skills | * Time Management |
| * Adaptability | * Excellent Customer Service | * Stress Management |
| * Conflict Management | * Excellent leadership skills | * Excellent Communication Skills |
| * Computer Skills | * Quality Control | * Detail Oriented |

**Professional Experience**

**Courtesy Clerk Whittier, CA May 2020 – August 2020**

**National General Insurance**

**Responsibilities including but not limited to ensuring compliance with answering phones in a high call volume. Maintained a problem-solving script while answering questions and helping customers with account management. Ability to keep a calm manner with upset and concerned calls. Responsible for complying with both time management and finding solutions to ensure every customer quickly and efficiently gets the help necessary.**

**Server Chino, CA Feb 2019 – July 2019**

**Lucille’s BBQ**

Responsible for taking orders from restaurant patrons and delivering food accurately within a timely manner. Connecting and creating relationships with customers. Communicating knowledge of the menu and upselling menu items. Maintaining solid communications with kitchen staff and balancing dishes to deliver them to the correct table and customer by seat. Cooperating compliance with Iowa state regulations for serving alcohol.

**Front Desk Receptionist Pomona, CA June 2017 – April 2018**

**Empire Motors**

Ensured customer satisfaction by remaining accessible and friendly. Accurately scheduled meeting and appointments. Anticipated, identified, and fulfilled guest needs, as well as clarified special orders. Muti-tasked while remaining professional and courteous in a fast-paced environment. Maintained a monthly inventory of office supplies and arrangements while greeting visitors and providing administrative support to employees and customers.

**Education**

Don Lugo High School Chino, CA June 2016

HS Diploma

Northwest College Pomona, CA March 2021 – July 2022

Medical Assistant