

# VonNesha Houston

## **Customer Service Rep**

Las Vegas, NV 89106

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+1 702 480 2283

I know how to do custodial work.

Successful quality assurance analyst with an industrious nature. Well-rounded team player with dynamic written and verbal communication skills. Pursuing an opportunity within the gaming and military simulation industries.

Organized quality assurance testing professional offering dynamic technical writing skills. Effectively prioritizes and manages multiple projects. Seeking a position supporting quality assurance methodologies in the pharmaceutical industry. I have worked in an office for Innovative Concept as a receptionist.

Authorized to work in the US for any employer

## Work Experience

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### **Customer Service Representative**

Conn's Home Plus - Las Vegas, NV

September 2021 to Present

As a Customer Service Rep I handle payments at the register when customers already have purchased items with Conn's my job is to ask them are they paying with cash card or checks/money orders. I greet every customer that walk in to my store.

### **Medical Assistant**

United Education Institute (U.E.I.) - Las Vegas, NV

August 2021 to Present

Skills

- Vitals
- Blood pressure
- IM injections
- Intradermal injections
- Phlebotomy
- Patient Education
- Venipuncture

### **Manpower**

Temp Services - Las Vegas, NV

February 2019 to Present

Attempt to hire jobs sends me to city to city

### **Synergy**

Synergy Legal Staffing - Las Vegas, NV

February 2019 to Present

Custodial clean up and set up events

### **Odyssey**

Advanced Personnel Services - Las Vegas, NV

August 2018 to Present

Custodial clean up and set up events.

### **Research Associate**

Call Center - Las Vegas, NV

July 2018 to Present

Looking for a new job

### **People Ready**

True Blue - Las Vegas, NV

July 2018 to Present

Custodial and Stewarding

### **Panda Express**

Panda Restaurant Group - Stanford, CA

January 2020 to May 2020

Cashier and counter help

### **Sales Associate**

Ross Dress For Less - Las Vegas, NV

January 2017 to April 2018

I enjoyed working out in LA for Ross it was good Sales Associate learning.

### **Transitional Housing**

Innovative Concept - Las Vegas, NV

July 2014 to January 2018

I assisted elders with breakfast lunch and dinner.

Assisted elders with learning.

Assisted elders with cleaning entire house.

## Education

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### **M.A. in Medical Assisting**

UEI College - Las Vegas, NV

August 2021 to Present

## Skills

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- Inventory assessments Documentation abilities Conducting [Publicity] analysis Reporting standards Research and development Analytics and problem resolution Oral and written communication Peer relationships Task estimation Best practices and standards Decision making Project management Strong collaborative skills Oral and written communications (3 years)
- Biochemistry

- Economics
- Software Development (1 year)
- Organizational Skills
- Marketing
- Sales
- Inventory
- retail sales
- Photoshop
- Business Analysis
- Technical Writing
- Experience administering injections (1 year)
- Time management
- Customer service
- Needle sticks (Less than 1 year)
- Basic IV (Less than 1 year)
- EKG (Less than 1 year)
- Phlebotomy (Less than 1 year)
- Vital signs (9 years)
- Venipuncture (Less than 1 year)
- Patient Education (Less than 1 year)

## Certifications and Licenses

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### **CPR/AED**

August 2021 to August 2023

### **Medical Assistant**

August 2021 to Present

## Assessments

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### **Call Center Customer Service — Completed**

April 2019

Measures a candidate's ability to demonstrate customer service skills in a call center setting.

Full results: [Completed](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### Activities and Honors

Sales and Marketing Professional Association  
National Customer Service Association  
National Association of Sales Professionals.  
Experience with under aged children