

Cheryl Jones

Customer Service/Sales

Henderson, NV 89011

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+1 206 227 9535

- Front Office/Receptionist
- Back Office/Medical Assistant
- Customer Service Representative
- Call Center Representative
- Telemarketing/Sales
- Collections/Telesales
- Management

Authorized to work in the US for any employer

Work Experience

Remote-Sales Telemarketing Specialist

Auto Warranty Call Center (Confidential) - Lawndale, CA

February 2021 to Present

Quickly growing call center within a fast paced environment. Responsible for answering all inbound calls with occasional outbound. Explain and outline different warranty coverage options with pricing. Review coverage benefits and claims process. Successfully possesses the ability to overcome negatives with a variety of positive rebuttals.

Accepting client credit card payments/information via telephone. Currently top consecutive sales producer since starting with company.

Front/Back Office Medical Assistant

Pilates Plus & Wellness Center - Laguna Hills, CA

February 2019 to February 2021

Front Office Assist utilizing Mac Practice computer system for client billing services. Additional responsibilities include answering phones, greeting clients, providing check in and out, payment services, and appointment booking. Sales assistance with products and physical therapy items. Dual trained as Back Office Assistant which includes patient's wellness checks , various therapies, as well as, office equipment maintenance and cleanliness. Maintained Covid-19/CDC regulations throughout entire office.

Call Center Representative

MGM Financial - Temecula, CA

June 2018 to February 2019

Inbound and outbound calls for third party collections and financing company. Provide customer service to individuals who are contacted in regards to debt.

Provide training to new hires along with follow up as they progress.

Inbound calls via MagicJack in a multi tasking environment. Utilizing Desk top computer, telephone, with industry standard software for collections.

Front Office Manager

Hanna Chiropractic Wellness Center - Laguna Niguel, CA
December 2016 to May 2018

Meet and greet clients that come to office on a daily basis. General duties are answering phones, making appointments, handling various reports for Doctors, attending to patient needs, and insurance follow-up. Billing and collections responsibilities. Assisting patients with setting up rooms for treatment, physical therapy, and cleaning up of rooms after each patient visit. Also handle inventory and stocking control. Assist with customer service relations such as, phone calls and follow-up to appointments. Telephone and in-person marketing. Plan organize, and host events for the Wellness Center. Handle payroll for employees and contractors. Monitor Social Media accounts for Center. Responsible for three Doctors and all their daily needs. Utilizing Chirotouch, Word, and some Excel.

Office Assistant

Pilates Plus - Laguna Hills, CA
October 2016 to December 2016

(temporary)

Meet and greet clientele for appointments. Assisted with membership packages and appointment setting for classes. Took care of client payments and follow up. Maintained and cleaned Pilate's equipment and studio. Ordered supplies as needed.

Event Coordinator/Office Manager

Action Entertainment - Seattle, WA
May 2000 to September 2016

Meet and greet clients that come to office on a daily basis. General duties are answering phones, helping clients with needs, creating entertainment packages, contracts and proposals. Dealing with various vendors on telephone, emails and in-person situations. Personally handle all aspects of customer service as needed, either in person or via telephone. Maintained strong relationships with Hotels, Resorts, Casinos, and Private Venues for planning and entertainment needs.

Multi-tasked as Office Manager in arranging staff and Owner's daily schedules, event schedules, and vendors. Responsible for bank deposit, issuing checks, credit card processing, and daily accounts payable/receivable needs.

Hired and trained full time and seasonal staff, and oversaw scheduling of individuals.

Excellent customer service, phone etiquette, team player skills within a busy environment, and also has ability to work as an individual.

Utilizing Pipedrive, Drive, Panda Doc's, Gmail, MS Word, and (general working knowledge) Quick Books.

Assistant Director of Sales and Customer Service

Sun Chlorella USA Corp - Torrance, CA
September 1999 to May 2000

Reported to Director of Sales and Customer Service on a daily basis, sharing duties of overseeing a team of representatives for a busy call center.

Handled multi line phone calls, which included clients and vendors of the company. Created innovative ideas for improvement of calling center staff. Selected and trained all new hires, full and part time.

Assisted with front reception recovery when needed, utilizing a multi-line phone system. greeting public, and taking orders as necessary. Oversaw the day to day operation of the customer service call center, in a busy and challenging environment.

Recruiter/Career Counselor

Alpha Omega Professionals - Los Angeles, CA

February 1996 to September 1999

Reported to Owner of Company, with daily responsibilities of answering phones, greeting clients and applicants, all in a multitasking environment.

Other duties included: Recruitment of Executive, Sales and Marketing, Aerospace, Manufacturing and other professional positions. Working directly with hiring managers to define hiring goals and strategies. Sourcing and screening top talent, extending offers, and transitioning the candidate to the on boarding process. Experienced in sourcing passive candidates and managing a high volume of open positions. Pre-screen and qualify candidates by conducting detailed phone and in-person interviews, skills assessments, background checks and references. Collaborate with other members of the Recruiting Team to develop and implement effective recruitment strategies and initiatives. Maintain applicant tracking system to ensure all data is up-to-date. Ensure the accuracy and completion of all applicant documentation including employment application, resume, pre-employment screenings and offer letters. Market job opportunities through job postings, job fairs, referrals, and other sources of external applicants.

Education

High school diploma in General Studies

North High School - Torrance, CA

September 1976 to June 1979

N/A in Criminal Law and Human Studies

El Camino College - Redondo Beach, CA

One Year in Criminal Justice

Boise State University - Boise, ID

Skills

- Front Office and customer service, Administrative (10+ years)
- Call Center
- Customer Service
- Background Security Clearance
- Office Administration
- Grocery General Merchandise Clerk
- CSR
- Medical office experience
- Multi-line Phone Systems
- Recruiting
- English

- Microsoft Word
- Telemarketing
- Typing
- Cold Calling
- Office Management
- Event Planning
- Human Resources
- Proposal Writing
- Phone Etiquette
- Employee Orientation
- Payroll
- Presentation Skills
- Word processing
- Patient assessment
- Interviewing
- Inside sales
- Management
- Microsoft Outlook
- Sales
- Medical scheduling

Additional Information

Excellent references available