SHERITA TRAVIS

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**Professional Summary**

I am a dedicated, self-motivated person with a knack for excelling at prioritizing, completing multiple task, maintaining customer satisfaction and following through to achieve project goals. Seeking a role of increased responsibility and authority, as well as dedicated to motivating and contributing to the success of the company.

**Skills**

\*Excellent communicator \*Dedicated team player \*Accurate and detailed

\*Results-oriented \*Strong interpersonal skills \*Problem solver

**Work History**

**Legal Site Supervisor** Oct 2019 - Present

**Ricoh** Las Vegas, NV

Open and set up conference rooms for meetings. Hospitality prep for office. Print, scan, and copy legal documents. Process incoming and outgoing mail. Cover receptionist desk. Stock and maintain all printers. Maintain inventory of office and kitchen supplies. Phone, e-mail and chat customer service.

**Receptionist** Jan 2019 - April 2019

**H&R Block** Las Vegas, NV

Greet and check clients in for appointments. Answer and direct calls. Maintain office and supplies. Assist clients with Tax questions. Cashier.

**Lead Customer Service Representative** Aug 2014 - Mar 2018

Delta Global Staffing Los Angeles, CA

Hear and resolved technology issues on in-flight equipment from Flight Attendants. Managed wide variety of customer service and administrative tasks to resolve customer issues, in person, online and via telephone. Developed reputation as an efficient service provider with high levels of accuracy. Insured all equipment is up to FAA standards and regulations.

**Owner/Director** Feb 2008 - Jul 2014

Travis Family Day Care Long Beach, CA

Supervised children daily. Performed general personnel functions, identified, recruited, hired, trained, and scheduled potential staff. Created developmentally appropriate lesson plans and also assisted with homework. Organized and participated in recreational activities, games and field trips. Prepared and served nutritional meals and snacks to the children.

**Team Lead** Nov 2004 - May 2008

HOV Services Cerritos, CA

Supervised, trained, planned, and established work schedules, assignments, and production sequences to meet production goals. Conferred with management or subordinates to resolve worker problems, complaints, or grievances. Reported project plans, progress, and results. Kept records of materials filed or removed, using logbook or CPU. Performed general office duties typing, operating office machines, and sorting mail.

**Executive Assistant** Aug 1993 - Jun 2005

Travis Bookkeeping and Income Tax Services Long Beach, CA

Answered phone calls and directed calls to appropriate parties or took messages. Performed general office duties, ordering supplies, maintaining records, and performed basic bookkeeping work. Filed and retrieved corporate documents, records, and reports. Opened, sorted, and distributed incoming correspondence, including faces and email. Made travel arrangements and maintained executives schedule. Received payments.