**Customer Service Macy’s, 170 O’Farrell Street, SF, CA. 2015**

* Check to ensure that appropriate changes were made to resolve customers' problems.
* Resolve customers' service or billing complaints, exchanged merchandise, refunded money, or adjusted bills.
* Determined charges for services requested, collected deposits or payments, or arranged for billing.
* Solicited sales of new or additional services or products.

**Receptionist/Program Aide Mission Creek Senior Center, 930 4th Street, SF, CA. 2013-14**

* Answered telephones and directed approximately 20-50 calls to appropriate staff daily.
* Operated office equipment, such as voice mail messaging systems, and used word processing, spreadsheet, or other software applications to prepare reports, invoices.
* Compiled confidential medical charts and recorded, reported, or correspondence, using personal co**SUMMARY OF QUALIFICATIONS**
* 5+ years Customer Service experience
* 4+ years Receptionist & Administrative experience
* 2+ years of experience in working with children
* Valid Guard Card

**AREAS OF PROFESSIONAL EXPERTISE**

* Excellent Customer Service
* Team Leader/Supervisor
* Administrative Support
* Multi-Tasking, problem solving
* Work well with diversity
* Answer Multi-phone lines
* Detailed Orientated
* Reliable/Punctual
* Extremely Outgoing /Approachable

**RELEVANT PROFESSIONAL EXPERIENCE**

**Security Officer Allied Universal, 545 Sansome St. #600 San Francisco, CA. 2017-18**

* Ensure the facility is provided with high quality security services to protect people and property
* Report safety concerns, security breaches and unusual circumstances both verbally and in writing
* Build, improve and maintain effective relationships with both client employees and guests
* Answer phones or greet guests / employees in a professional, welcoming manner walk around the building and patrol make sure the building was safe for staff and guest

**Kitchen Prep Rosa Parks Senior Center, 1111 Buchanan St., SF, CA. 2017**

* Rolled silverware, prepared meals for seniors, served seniors
* Produced 50 sandwiches a day, maintained a clean/safe cooking environment for all staff members.
* Led Senior appropriate activities & games, art & crafts, planned birthdays big events
* mputer.
* Received and routed messages or documents, such as laboratory results, to appropriate staff.

**Administrative Assistant Davis Senior Center, 1751 Carroll Ave SF, CA. 2014**

* Analyzed data to determine answers to questions from customers or members of the public.
* Collected, sorted, distributed, or prepared mail, messages, or courier deliveries. Received payment/receipts.
* Scheduled 50-100 appointments, maintain, and updated appointment calendars weekly.
* Filed and maintained approximately 500-100 confidential records monthly.

**Desk Clerk**

* Screen all visitors to confirm that they are the authorized guests of building residents.
* Ensure visitors are escorted by tenants at all times.
* Respond to emergencies as needed.
* Maintain complete and accurate confidential Building Log.
* Fill out incident reports as necessary.
* Report violations of the House Rules and Regulations and rules of conduct outlined in the Rental Agreement.
* Take part in all online and in person training that are required for job function; this includes job specific training and companywide training.
* Oversee front entry and lobby to ensure cleanliness and security; performs minor janitorial duties as needed.
* Provide administrative support for Assistant Manager by opening and time stamping mail and invoices, preparing check requests, preparing recertification packets and filing.
* Answer phones and operate the intercom system as needed.
* Provide information to tenants, visitors, and applicants concerning Housing.
* Other duties as assigned.
* Ability to work tactfully and under stress.
* Ability to achieve competency in Microsoft Office Suite specifically Word, Excel and Outlook.
* Ability to read, write and communicate in English.
* Ability to follow directions and work independently.
* Willingness to be on-call, with access to a phone.
* Good judgment and common sense, ability to successfully resolve conflicts.
* Honesty and dependability.
* Ability to work with, and to be sensitive to a diverse multicultural low-income population.
* Ability to resolve conflict in a professional manner. Ability to maintain confidentiality and to exercise discretion concerning residents’ issues.

**Assistant Property Manager Tenderloin Development Corp, 455 Taylor St. Sf Ca,94102**

* Assist the General Manager as directed
* Hire, train, schedule and manage employees in daily tasks
* Develop good customer relationships and address customer service needs
* Manage purchasing, inventory, maintenance and other operational functions
* Develop strategies for better workplace efficiency and goal achievement
* Liaise between managers, customers and employees
* Serve as acting General Manager (GM) when GM is away

**Education and Training**

G.E.D., Downtown High School, SF, CA.

Guard Card, Allied Security Training, SF, CA. 2018

C.P.R., Homebridge, SF, CA. 2014