

Roselia V. Rivera
21 MILES GEORGE PRICE HWY.

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Objective

Dedicated and focused, excels at prioritizing, multi-tasking and following through on projects. Hardworking and flexible with a strong drive to succeed.

Work Experience

Ready call Center

Customer Relation Agent

Old Belize

Cashier

Servitech

Cashier

Customer Service Representative

Procurement

Cashier Entails

- Collecting cash/ cheques/ vouchers and Processing money in Accurate Accounts.
- Preparing an accountable payment records for accounts department at the end of the day and filing a copy.

Customer Service Representative

- Answering Telephones Professionally
- Dealing with customers Professionally whether over the phone or walk in customers.
- Opening Service Request and logged reports accurately
- Called customer informing that item is repaired/ Update System of repairs.
- Completing Outstanding Report in a timely manner
- Provide technicians with jobs daily and ensuring that these jobs are completed.

Specified Field as CSR

- Dealing with Refrigeration/Ac/ Stove/Dryers/ Technicians
- Coordinating and assigning Jobs in a timely manner
- Picking up of damaged items, follow through with repairs and arrange drop back of items for customers.
- Closing off of Service request/Tickets after job is completed.

Procurement

Issuing of parts to respective Technicians

Documentation of parts issued.

Reconciliation of Parts at the end of the day.

Special Skills

Women's Department

9 Months Computer Course (Microsoft Word, Microsoft Excel, Publisher, Power Point, Microsoft access)- Certified

Belize Red Cross- certified

Home Care given Course (In-home attendance)- Certified

Special Work Skills Include

- Reliable and flexible
- Have a positive attitude towards learning new things
- Disciplined and well organized
- Friendly and able to work in group as well as individuals
- Excellent verbal and written communication skills
- Time Management
- Dependability

Education

Hattieville Government School

Primary school Certificate

1990-1998

Sadie Vernon High School

High School Diploma

1998-2002

Wesley Junior College

Major-Business Studies (Associates Degree)