

# Ricky Jones

Fontana, CA

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Seeking an employment & career opportunity where I may provide exceptional service, as well in exceeding my goals within the company to become a valuable asset & long time associate.

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Human Resources Assistant**

Kaiser Permanente - Pasadena, CA - June 2015 to October 2015

#### Responsibilities

Processed new hire paperwork for physicians. Scanned, faxed and sent out weekly email reports within other departments and answered incoming calls.

#### Accomplishments

Allowing other departments to carry out their priority assignments after my process of assignments.

#### Skills Used

Microsoft Word/Excel, Adobe Reader, Faxing, Scanning and emailing.

### **Insurance Agent**

Primerica - Los Angeles, CA - January 2015 to June 2015

Primerica / Insurance Agent: January 2015 - Current

Responsibilities: Offer various insurance products to potential clients. Provide financial advice and assistance to best fit the client's needs.

### **Customer Care Rep**

One West Bank - Pasadena, CA - November 2013 to October 2014

Responsibilities: Take incoming customer calls, open and close bank accounts, handle particular service inquiries, handle online banking assistance and process claims disputes.

### **Office Assistant**

Creative Music & Arts - Altadena, CA - June 2011 to August 2013

Responsibilities: Assist with organizing client booking files, receive payments, handle all business calls and appointment settings.

### **Property Inspector**

Community Pest Control - Pasadena, CA - August 2007 to June 2011

Responsibilities: Inspected and serviced Housing Management Properties for proper living & sanitation conditions to meet all appropriate guidelines listed.

### **Customer Service Rep**

Bank of America - Pasadena, CA - February 2002 to March 2007

Responsibilities: Provide excellent customer service to company clients, handle and assist all incoming calls pertaining specific account inquiries.

## EDUCATION

### **High School Diploma**

John Muir High School - Pasadena, CA  
1998 to 2000

## SKILLS

Building & Maintenance Certificate

## ADDITIONAL INFORMATION

### Qualifications

- Excellent social and communication skills, with an outstanding customer satisfaction record. Strong organizational skills, detail oriented, and proactive, with the ability to prioritize and work accurately/efficiently under high pressure.
- Computer and internet literate, Amicable and proficient communication skills when dealing with the discussions and presentations.
- A valuable and dependable team player, stable, flexible, confident, multi-task oriented, with the capability of being a strong leader.
- Computer and internet savvy
- Certified in maintenance and construction labor, California licensed pest control applicator.