

# Gabriela Whiting

## Leader.

Rancho Cucamonga, CA  
Gcirese07@hotmail.com - 909 277-4314

To obtain a position within your company and become part of your team!

### WORK EXPERIENCE

#### **Dental Treatment Counselor**

Brightnow Dental - Empire, CA - May 2011 to Present

Contract negotiations.

- Sales, educate patients, follow-up.
- Revenue and collections. Contracts.
- Handle patient complaints, letters and reports
- Employee issues. Coaching and training.

#### **Interpreter Spanish Telephonic Interpreter ( work at home)**

Language Line Solutions - Monterey, CA - March 2013 to July 2014

##### Responsibilities

Language Line Services. March 2013- to Present. Spanish Interpreter

Handle various calls. Able to assist by Interpreting for clients and their clients (Limited English Speaker). I service banks, schools, police Departments, 911 calls, medical calls and insurance companies. handle 25-30 calls per day.

##### Accomplishments

I accomplished- Adding vocabulary to Spanish and the English language. customer service skills, friendly , polite and lots of patients.

##### Skills Used

Skills: Language the ability to memorize and interpreter, quickly and accurately, without losing the meaning of the interpretation and the message.

#### **Office Manager**

Western Dental Inc - Claremont, CA - June 2008 to August 2009

Leading any contract negotiations that resulted in a positive business deal.

- Role in sales-training program to improve the performance.
- Maintained attendance, vacation schedules and personal records of the employees.
- Verified time-sheets, made corrections performed weekly payroll functions.
- Administration of benefit enrollment.
- Conducted training sessions for systems orientations.
- Responsible for the operations, growth, administration and delivery of dental services. Implemented and evaluated outcomes of the department's strategic plans.
- Worked with other internal departments to coordinate sales and marketing activities.
- Handled accounting duties. Collections and Adjustment of accounts.

- Assisting in duties concerned with office management, record management, visitor and customer care issues, and complaint management.

### **Infant Teacher**

Pediatric Care Services - Claremont, CA - April 2006 to August 2007

Provided In Home developmental services to children developmentally disabled.

- Monitored progress of children by regular observation. Obtained and provided information to and from service coordinators regarding client's progress.
- Developed daily lessons and activities to meet the learning objective of each client. Created monthly reports.

### **Office Manager**

CPS Express - Mira Loma, CA - April 2005 to March 2006

Prepared and maintained records and documents related to the operation and administration of company.

- Performed accounting activities. Collections.
- Supervised A/R and A/P department.
- Handled time sheets, approvals, and payroll issues. Maintained and updated employee files.
- Assisted Human resource department with assignments.

### **Office Manager**

The League of California - Upland, CA - January 2001 to March 2005

Handled human resource duties. Time-sheets, benefits, hiring and evaluated employee performance. Launched of new employee benefits. Enforced Company's policies and procedures Managed and train new and existing staff.

- Resolved accounting issues regarding invoicing. Processed accounts payable and receivables.
- Assisted President of company. Travel arrangements and other assignments.
- In charge of mail outs and promotions. Handled marketing fliers and newspaper ads.
- Purchased all office supplies. Customer Service and data entry.

### **EDUCATION**

Fontana High School. Chaffey Jr. College.

### **ADDITIONAL INFORMATION**

Skills: More than eight years of office supervisory and sales experience. Excellent Written and verbal communication skills. Expert in developing successful office procedures. Ability to present information and respond to a diverse group of people. Handle several responsibilities simultaneously. Bilingual Spanish. Can read and write.