

Letetia Joyner

Excellent Customer Service

Rialto, CA

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I am currently looking for a full time position in an environment that offers a challenge, increased benefits for my family, and the opportunity to help the company advance efficiently and productively.

*Desired Job Type: Employee

*Desired Status: Full-time

*Career Level: Mid Level (5+ years of experience)

*Date of Availability: Immediately

Authorized to work in the US for any employer

WORK EXPERIENCE

Solar Energy Advisor

Cloud Marketing Inc. - Rancho Cucamonga, CA - July 2015 to Present

Duties: working in a call center enrolling customers into a new free program that allows them to save money on their electricity by participating in a Community Shared Solar Program. Supervising Call Center Floor, Updating Attendance Tracker, Spreadsheet and sending reports at end of day.

Administrative Assistant

Camverly Ventures - Cucamonga, CA - August 2014 to May 2015

Responsibilities

Customer service, customer satisfaction, answer and make phone calls, input potential and new customer information into data bases.

Lead Generator

Restart Solar - Upland, CA - April 2014 to April 2015

Responsibilities

Duties: Generating Leads for new solar customers. Worked events, supported canvassing initiatives, and participated in calling campaigns.

Accomplishments

Generated over 200 leads which resulted in 38 sales as of April 2015.

Skills Used

Self starter, very organized, team leader.

Lead Behavior Interventionist

Easter Seals Southern California- Autism Services - Ontario, CA - August 2012 to July 2014

Responsible for training Interventionists across basic and general competencies related to the Behavior Interventionist position and Easter Seals Autism service delivery model. Support the clinical team by collaboratively training the BIs, reporting performance feedback on part of the BI, and reporting field observations.

Behavior Interventionist

Autism Spectrum Therapies - Monrovia, CA - September 2007 to March 2012

Behavioral Interventionist

Duties: Implements teaching procedures and behavior management using Applied Behavior Analysis (ABA) methods and principles to children diagnosed with Autism Spectrum Disorder. Graphing data monthly.

Administrative Assistant

Bernard Joyner Painting - Rialto, CA - September 1998 to 2008

Responsibilities

Office duties, including send and receive faxes, draft proposals, contracts and invoices.

Skills Used

Great customer service, and organizational skills.

Medical Records Technician

QTC Management Inc. - Diamond Bar, CA - April 2005 to October 2005

Responsibilities

Receive and scan medical diagnostics. Proof medical reports to sure all required documentation is included.

Assist with scheduling as needed.

EDUCATION**Bachelor's in Kinesiology**

California State University San Bernardino - San Bernardino, CA

September 2001 to December 2003

Associate

Chaffey Community College

August 1998 to May 2001

High School Diploma

Eisenhower High School

September 1994 to June 1998

ADDITIONAL INFORMATION**SKILLS:**

* CPR

*Microsoft Office: Including Word, Excel, Outlook, PowerPoint

*Self-starter and quick learner

* Able to work on multiple tasks effectively